

# CLARK MEADOWS AT FERRIS HILLS

Enriched Living in the Finger Lakes

June 22, 2020

Dear Clark Meadows Families,

A positive case of COVID-19 has been diagnosed at Clark Meadows Enriched Living Community.

The staff member has been removed and is following protocol from the Ontario County Public Health Department and the NYS Department of Health.

We realize we serve a very vulnerable population and want to assure you we will continue doing everything we can to care for and protect your loved one during this trying time.

Please be assured if your loved one is affected, you will receive a phone call from our staff immediately informing you of their condition.

We continue to have a NO Visitor policy. We are requiring that all closed window visits stop. If you have items you are dropping off for your family member, we are asking that you please call us at 393-4330 and we will come out to your vehicle and pick up the items. Please do not get out of your vehicle or ring our doorbell. We need to be sure that you are not getting too close to the residents on the patio.

We will keep you updated with our weekly e-mail and encourage families to reach out to their loved ones via digital media and the telephone. If you have any questions please feel free to notify me. You may also email [covidadultcareinfo@health.ny.gov](mailto:covidadultcareinfo@health.ny.gov) with any concerns.

Stay Well.

Sincerely,

Jennifer Army,

Program Manager

585-393-4330

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