

TO: All Residents
FROM: Aimee Ward
DATE: April 2, 2020

There has been a great deal of talk about how long this going to last and how many COVID patients are we going to see. The simple answer is, no one knows. The predictive models are all over the place and with this virus entering only its 5 month of existence there are so many inconsistent data points. Here is my take, we are going to be prepared to keep all of you safe and care for our community with our surge plans. I can also tell you my thought process: every morning when I wake up and head to the hospital, I simply say we are one day closer to this being over. – Mike Stapleton

And as Mike takes care of all of us, we continue to try to take care of our own community here at Ferris Hills. And protocols continue to change as we try to keep up with what is going on in the community and the directives from NYSDOH and the CDC.

Q. When does a resident have to be quarantined for 14 days?

All of our “snowbirds” have agreed to the 14 day quarantine.

Q. What if I have a medical need?

Please let front desk know if you are leaving for an appointment and you will be provided a mask. We ask you to wear the mask the entire time you are out. If someone is picking you up, they also should wear a mask. At a minimum wash your hands prior to leaving and upon return.

Q. What if I go out for a walk?

Yes, please go out for a walk. We originally were asking people to have their temperatures taking coming and going. At this point, you don’t need to stop at the front desk before or after your walk. If you are walking with someone, keep the 6’ feet distance between you. And please be sure to wash hands for 20 seconds upon your return.

Q. Can I go for a drive?

Yes, take a drive around the lake. If you need to stop for gas, please be sure to bring a rag you can throw out after handling the pump. Also, using a hand sanitizer before getting back in your car is a good idea. And please be sure to wash hands for 20 seconds upon your return.

Q. Should we all be wearing masks?

We are unable to provide all residents with any facemasks but are working on fabric masks for those who want them and can't provide their own. It is not a bad idea to wear a mask when out of your apartment.

Q. Is it safe to handle our mail?

Following CDC recommendations we will be safely collecting mail and holding for 24 hours before delivering to your boxes. If you are waiting for urgent mail please let front desk know. So there will be no mail delivery on Saturday, April 4.

Q. Can my family drop things off?

Yes, but only at the front desk. It's not good for you to make contact with them.

Q. I need supplies and food. If I can't go out, how do I get them?

For this past couple of weeks, we have experimented with Betty taking lists and doing the shopping. As the lists have multiplied, it isn't really safe for Betty to continue doing everyone's shopping. Effective Monday, April 6, your options are as follows:

- a. Order online with Instacart. Claire, Michele or Betty can show you how to get an account and just how easy it is to do.
- b. If you have family nearby, perhaps they can also bring you supplies.
- c. Shop at the Marketplace. It is open Monday – Friday from 1pm – 2pm. If you have an urgent need, off hours, or on the weekend. Let the front desk know. They will help figure out how to get you what you need.

Q. The café is closed at lunch time and I would still like soup or a sandwich. Can I just buy a la carte and not be charged for a full meal?

Yes, I have attached the café menu. When you are called for your dinner order, please feel free to also order lunch. And if there is left over soup from last night's dinner you are interested in, please ask if we have any left. If we do, you will be able to purchase the big container for \$5, same as it always was.

Q. Easter is coming up. We always celebrate as a family. May I go just to have dinner with my children and return right after dinner?

If you do leave for Easter dinner, when you return, you will need to be quarantined for 14 days. There have been too many instances of "family gatherings" where multiple family members have been exposed. We would highly recommend that you stay here.

But we do need your help to keep all of you safe. We know it is difficult, eating alone and spending so much time in your apartment. It is only natural to want to be with your friends. That is what we normally do with a crisis is support each other. Hug. Pray. Sing.

Remember, though they are being monitored, there are still people coming and going. Staff, residents, aides, visiting nurses and others are all still in and out of the building.

This is a crisis like no other in our lifetime. We need to keep our distance from our loved ones. If we are to gather in a small group of 4, we still need to wash hands thoroughly, and stay apart 6 feet.

If you aren't feeling well, or exhibit any of the symptoms (fever, cough, nausea, trouble breathing), ***you should let us know immediately***, and stay inside.

Staff will continue to do all that we can to keep you safe, *we ask that you do everything you can to keep each other safe.*