

CLARK MEADOWS AT FERRIS HILLS



Dear Clark Meadows Residents and Families,

We understand that this is a very difficult situation for you and your loved ones. COVID-19 is especially dangerous for older adults. Please know that our team will continue to do everything we can to minimize the risk to our Residents.

Because there are confirmed cases in multiple communities in NYS (none in Ontario as of Saturday Morning 3/14) Clark Meadows will stop all visitation except for extreme circumstances such as an end-of-life situation. If you feel you have an urgent need to visit your loved one, please call our Program Director Jennifer Army at 585-393-4330.

Next, we ask that you *limit deliveries* of any items to your loved ones. If you must deliver something to Clark Meadows, please call the reception desk first at 585-393-4330 to let them know. When you arrive at Clark Meadows, you will only have access to the lobby where you can leave your items with our front desk and our staff will deliver for you. Again, due to federal regulations, you will not be able to enter the building past the main lobby. However, I want to reiterate that it is best to limit non-essential deliveries as much as possible.

Residents' medical appointments inside and outside of Clark Meadows

Medical providers who routinely visit Clark Meadows to provide necessary care will continue to do so. These individuals will be screened before entering.

Residents' medical appointments outside of Clark Meadows should be cancelled if they are non-essential. For essential appointments, please continue with normal scheduling of transportation until further notice.

Other important news regarding what will and will not be happening at Clark Meadows during this time:

- All Resident outings are cancelled.
- Activities will be limited to groups of 25 Residents or less.
- The beauty shop will remain open, as we know how important this service is to our Residents.
- Jodi, Kristen, Melanie & Claire will be doing everything we can to keep Residents engaged and involved during this time.

Infection Prevention

- We are screening every associate every day as they come to work. This includes:
 - taking their temperatures
 - wearing face masks
 - having them complete a questionnaire about COVID-19 risk factors, including showing signs of respiratory illness, travel, and potential exposure to anyone with COVID-19.
 - No one will be allowed to enter the building if they have a fever. If other risk factors apply, the employee will be further evaluated by our Employee Health Nurse.
- We will continue to follow the same infection prevention and control procedures as usual, just as we do throughout the year and especially during flu season. This includes handwashing and wearing gloves and other personal protective equipment. We are continuously reinforcing these procedures with our staff.
- You should know that we have plenty of all of the necessary supplies, including food and beverages for Residents.
- We are proactively working with our vendors to ensure that Clark Meadows is a priority for ordering and deliveries. To reinforce, delivery vendors will not be allowed into the building unless they are screened and cleared, and in most instances, they will leave deliveries on our loading dock to be picked up by staff.
- Our disinfectant and cleaning processes are increased, with special attention to commonly touched areas such as door knobs, light switches, elevator buttons and the like with increased frequency.
- Hand sanitizers have been installed outside the main dining room and throughout the building in common areas.

Q: Will visitation change?

A: Currently, as directed by the federal government, Clark Meadows is not allowing any visitors except in extreme circumstances such as an end-of-life situation. If you feel you have an urgent need to visit your loved one, please call our Program Director, Jennifer Army at 585-393-4330.

Q: How do we pick family members up for doctor appointments, outside activities and other off premise functions?

A: We strongly encourage that Residents do not leave Clark Meadows except for necessary medical appointments. In that case, we will bring the Resident to the front desk to meet you.

Q: Will we be allowed to walk with loved ones outside around the grounds during nice weather?

A: Following direction from government agencies, as of right now the answer is no.

Q: How are you reassuring Residents any separation from their families is temporary?

A: We are sharing with our Residents all of the information that we are sharing with families.

Q: Will there be gatherings and socializing of all residents or will Residents remain in their main residential areas?

A: At this time we will not be allowing co-mingling Ferris Hills Independent residents. However, activities will be held in each area to promote Resident engagement and involvement.

Finally, I know that you must have many other questions. This is an unprecedented situation for all of us, and we will do everything we can to keep you up to date and informed, and most importantly, minimize the risk of COVID-19 to Resident. We have set up an email address to which you can send your questions:

Rebecca.Wallace@ThompsonHealth.org. These will be reviewed and sent to the appropriate staff person for response.

- We continue to take every precaution to minimize the risk to our Residents and staff.

Communication:

- The best way to stay connected to your loved one is by phone. As always, you and your loved one may call one another at any time.
- Jodi, Kristen & Claire will be working with residents if you want to arrange video chats with Face Time, Zoom or other apps.

Because we are receiving information at such a rapid pace and the COVID-19 situation is very fluid, we will be using email and our website as the main sources for providing you with updates, vs. sending out letters as is our usual method of communication. By the time you receive a letter from us in the mail, it is likely that the situation will have changed.

If you have a loved one or another family member to add to our email distribution, please email Lynne Standish Lynne.Standish@ThompsonHealth.org or call her at 585-393-4330

Finally, I know that you must have many questions. This is an unprecedented situation for you and for Clark Meadows, and we will do everything we can to keep you up-to-date and informed, and most importantly, minimize the risk of COVID-19 to Residents. A few questions we have received already are as follows:

Q: What if we want to bring my loved one home to our house?

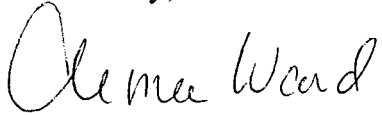
A: Again, to minimize the risk of our Residents' exposure to COVID-19, we strongly encourage Residents stay at Clark Meadows except for essential medical appointments. If a Clark Meadows Resident leaves the building, we will need to assess and monitor signs and symptoms once they return.

Q: If a Resident shows symptoms of COVID-19, will you be able to test them?

A: If a Resident shows symptoms of COVID-19, we will contact their primary care physician and take guidance from their office.

We will continue to keep you up to date as we receive new information, and appreciate your support during this time.

Sincerely,

A handwritten signature in cursive script that reads "Aimee Ward". The signature is written in black ink and is positioned above the printed name and title.

Aimee Ward
Executive Director