

FERRIS HILLS AT WEST LAKE



Independent and Enriched Senior Living in the Finger Lakes

To: All Residents
From: Aimee Ward, Executive Director
Date: 01/03/2021
Subject: COVID-19 Update

We had hoped the news of the Vaccine would start 2021 on the right note. But the delay in getting the vaccine to everyone means we need to take a step back.

You have seen on the news that the positivity rate and the numbers for our County continue to rise, along with Thompson Hospital feeling the stress of dealing with all the many patients. What is adding to the stress at the hospital is that Associates are testing positive, and we find this to be true at Senior Communities. We have had two more Associates at Clark Meadows test positive. With that news, we feel that we need to close the Ferris Hills Dining Room, starting on Monday, January 4.

We believe that this will be just temporary as the rest of our staff get vaccinated, and hopefully all of you. Based on the outside positivity rate, the Dining Room will remain closed through the end of January.

Through January 31, we will be setting the following protocols:

1. Starting Monday, January 4, the Dining Room will be closed through the end of January.
 - a. Orders slips can be found outside the dining room. No one will be calling you to take your order, so it's up to you to fill out the slip. Lunch & Dinner slips need to be in by 10am for same day.
 - b. You also have the option to order day(s) in advance. Just be sure to write the date for the meal you are ordering.
 - c. You can also still call in your order for the same day. Order must be in by 2pm. A \$3 charge will be implemented ONLY if you call your order in to the kitchen.
 - d. Delivery times will start at 4:30 & 5:30. Keep in mind that we are delivering to all residents now so if you have been receiving delivery, the time may be a bit later.

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2. Deli will still be open at lunch time, 7 days a week, but new times: 11:30am – 12:30pm. Be sure to wear your masks and social distance when waiting your turn to order.
3. Garden Café will still be open to get Coffee and Danish. Residents can still sit in the Café and Rayburn Hall to read the paper, but masks need to be on at all times. *No drinking or eating allowed in Rayburn Hall or the Garden Cafe.*
4. We will continue to allow the 2 designated visitors. We would like to insist that all visitors come and sign in, even for those who live on the ground floor and have outside access.
5. Small group activities will still continue. We will continue to only allow a maximum of 10 residents, and must wear masks and be socially distant.
6. Please stay tuned to channel 1389 for updates and more entertainment will be programmed.
7. If you have been with any family gathering that is 6 or more people, we ask that you self-isolate for 10 days upon your return. It doesn't matter where this gathering took place, it's the amount of people.
8. If you do travel out of state, you do have to still follow NYS DOH guidelines upon return.

You will still be allowed to dine with one another in your own apartments, along with your designated person. Thank you for your understanding and cooperation. As always, feel free to contact me if you have further questions or concerns.