

FERRIS HILLS AT WEST LAKE

Independent and Enriched Senior Living in the Finger Lakes

March 17, 2020

Dear Residents, Families and Associates,

As you have heard in the news, we are now under a national state of emergency as a result of the coronavirus (COVID-19). This development triggers heightened infection control practices and protocols as recommended by the CDC and the NYSDOH.

As such, we have restricted visitation as required. Based on federal and state guidance, all visitation was suspended as of Monday, March 16 for both Ferris Hills and Clark Meadows residents.

We understand that communication with your loved ones is incredibly important. Some of you already access Face Time, and we are working on setting up the ability to do so for those who don't have capable cell phones or wifi. You will receive more information on that soon.

We are focusing on best practices in infection control with our staff. Staff has been trained on the symptoms of COVID-19, the CDC's recommended infection prevention techniques, and clear protocols for staff to stay home and not come to work if they are ill or symptomatic. Staff and Caregivers are required to fill out a questionnaire, take temperatures each day they enter the community and to wear face masks.

"A Period of staying inside and decreasing group social activity as much as possible is the necessary pain before the payoff. And the payoff is saving lives"
In addition to restricting visitation, we would like to stress the recommendations by the CDC and NYSDOH to **stay home**, which is made somewhat easier with events postponed and restaurants closing. Non-urgent medical appointments and dentists appointments are also being postponed by either your doctor or yourself. But we do know that you still need supplies. We urge you to enlist family to help shop for you while they are out. They can leave packages/groceries at the front desk and we will ensure their timely delivery.

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We understand that for many of you, this may not be an option. So we would like to help. Starting this afternoon, there will be a box in the mailroom marked “Supplies Needed”. You will be able to drop your list in this box. Monday, Wednesday & Friday mornings, we will empty the box and do your shopping for you. We will give this a trial run tomorrow and Friday, and if manageable, we will continue the program. Details of how this will work will be located near the box. Claire Watson will be able to answer any additional questions. And because we are concerned when you are out in the community, there will be no extra fee for this service. Additionally, the ***Marketplace is stocked with essentials.***

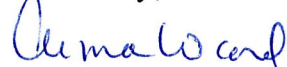
When you do leave the building, whether for a few hours or a few weeks, we will also be following recommended protocols. You will need to report to the front desk to fill out the questionnaire and to have your temperature taken. If you have recently traveled by public transportation, or while on vacation have been regularly going out in the community, we are asking you to self-quarantine in your apartment for 14 days. We will deliver room service for you at no extra charge.

Social Distancing: “It’s not about you; it’s about all of us” - headlines in this morning’s Democrat & Chronicle. This is why many of our group activities have been canceled. Recommendations are for 10 – 25 – 50 people, depending on room size. And 6 feet between yourself and someone else. Our goal is to keep our dining rooms open. So that may mean some rearranging of times and tables. We will continue to follow recommended procedures so you may still see changes coming.

We apologize for the stress and inconvenience these protocols may cause, but we firmly believe our actions are in the best interest of our residents. And maintaining the health, wellness, and safety of all of you is always our number one priority.

This situation continues to be fluid, and with guidance and impacts changing regularly. Please do not hesitate to email (Aimee.Ward@ThompsonHealth.org) or call (585-393-0410) me with any questions or concerns you may have.

Sincerely,



Aimee Ward
Executive Director