



Dear Residents, Care Givers and Family Members,

We have been very blessed by the outpouring of compassion and concern for the residents of our communities, as well as all of our associates. We are so very thankful for all the words of encouragement and support during these most trying of times.

We understand that everyone is getting a bit antsy from being confined at home. We know that you miss visiting your loved one(s). However, in order to protect ALL of our residents, we are asking that you follow the procedures that have been outlined by the CDC, the local and state health departments as well as the Governor's office, so that together we can curb this virus. It is a small sacrifice in the grand scheme of it all. Our job, as tough as it is, is to enforce the guidelines that are meant to protect our most vulnerable in society – the residents we serve.

Our front line staff are the real heroes. They all have family at home and have their own individual circumstances that they are working through during this crisis. Even with their own dilemmas, they are showing up to work each and every day to care for you or your loved one (s). We are so thankful for their loving care and service to the residents of each community.

While not the norm, we have had several instances of family members/visitors forcing their way past our front desk and nurses because they are bound and determined to visit their loved one (s). This behavior is simply unacceptable in these times. I came across the following definition about

Consideration of Others:

“Those actions that indicate a sensitivity to and regard for the feelings of others and an awareness of the impact of one's own behavior on them; being supportive of and fair with others”

We are on this journey together. We each have a responsibility to our fellow human beings. Our individual needs must be placed in the context of the greater needs at this time. Please take every action you can to help each other throughout this crisis. Let's do good by all. Every decision and restriction that is in place is for the protection of the residents we serve. We ask you, as a resident or a family member, to respect and follow the guidelines that are in place:

- No visitors in the building – the only exception is end-of-life circumstances and a new resident moving in
 - We have a number of iPads and other devices that are available, so that you can Facetime or Skype your loved one
- If you are bringing supplies to your loved one, please leave them at the front door and staff will deliver to your family member
- Our preference is that residents do not leave the building

As a closing thought – be the reason someone smiles. Be the reason someone believes in the goodness of people. We are in this together. Help us enforce the guidelines that are in place to keep everyone safe.

With Kindest Regards,

Judy Amiano

Judy Amiano
President and CEO

