

Jacqueline Sander

From: The Birches Assisted Living <jsander@birches.net>
Sent: Friday, March 13, 2020 2:47 PM
To: Jacqueline Sander
Subject: The Birches: Important Updates on COVID-19 Response



March 13, 2020

Residents and Family Members:

In an effort to continue communications and be transparent with you, here are all the important updates at this time, related to The Birches and COVID-19, and our continued efforts to protect the well-being of our residents and team members:

With the recent address by our Governor, starting tomorrow, **Saturday March 14th at 8 a.m., NO VISITORS WILL BE ALLOWED until further notice. This includes no residents leaving the building**, no church transportation (we are looking at streaming services), no beautician appointments, etc. We just had a Resident Meeting to address their questions and concerns, and they too understand that this is necessary. We plan to get creative here at Birches to keep up spirit during this difficult time. **Our official notice here.**

Easter Brunch has been canceled here at The Birches. Unless something drastically changes, we will make sure to make this special for our members here at The Birches.

We will be testing out our "Broadcast" feature on Caremerge later today. This is an **emergency announcement portal** to each family member that is listed on our resident's emergency sheet. Members

will receive a text, email, or voice call depending on the information we have on file. If you receive something inaccurate, just email me.

We are working to get additional support on weekends to clean and disinfect common areas.

In anticipation to not have to do any major repairs should we be in a crisis, we **have a large pipe repair project scheduled for next Wednesday March 18th** which includes shutting the water off for 4 hours. We have rented hand-wash sinks for this project among other things. We will have a detailed letter for our residents and families soon. With our detailed plan, there will be no interruption in meals or activities for our members.

Earlier this week, we sent this [packet of information regarding preventative reminders, how we have enhanced operations, what you can do to prepare now, what it means to go on isolation here at The Birches \(should your loved one ever have related symptoms\), and what it would look like if we initiate our Lock-Down policy.](#) This is printed at our front desk for visitors to take as well.

Our team is here to help support you and your family like we do during every flu season, so please, lean on us if there is anything we can do during this time until we know more information about COVID-19.

We are all here to work together to keep our community healthy and safe. More to come as it happens,

Jacqueline Sander
Executive Director

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