



March 13, 2020

Dear Residents, Families, and Visitors

With the recent update from the Governor and the state of affairs, for the health and safety of the residents who live at The Birches and the team members that are here to support your loved ones, **we have decided to enact a NO VISITORS policy. This includes no residents leaving the building with visitors effective Saturday March 14th at 8 a.m.** until further notice.

Outside doctor's visits and appointments should be rescheduled at this time (it is encouraged by most local offices) unless your doctor determines it is an emergency. The Birches' team will not be conducting any transportations as we have to focus on internal operations at this time.

For **EMERGENCY** purposes only, family members that fill their loved ones' medications can drop off their filled pill boxes at our front desk and our nurse will bring them to the designated apartment. Families can also drop off items at our front desk that need to be delivered to an apartment. Should an **EMERGENCY** situation arise requiring an in-person visit, our team can coordinate your visit in advance to ensure the wellbeing of our residents and team.

We are **not** on Lock-Down because we have **no cases** here at The Birches. However, we **all** have to look out and protect the population we serve.

We strongly encourage each of you to reach out to your loved one via phone and technology during this time to keep up spirit. If you need us to support you with setting up skype or other means, let us know. We are open to finding reasonable creative solutions during this time.

We will send weekly updates every Friday if not more often. If you have any questions, feel free to contact one of us. Thank you for your patience and cooperation.

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