

Jacqueline Sander

From: The Birches Assisted Living <jsander@birches.net>
Sent: Tuesday, March 17, 2020 3:20 PM
To: Jacqueline Sander
Subject: The Birches: Important Updates on COVID-19 Response



March 17, 2020

Residents and Family Members:

I hope this email finds you well. First and foremost, we want to Thank You for following our No Visitor's Policy that we implemented last Saturday. Our team and residents miss you. It is quiet here, even though there have been a few changes since our last announcement.

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:

As of today, in our main dining room, our residents **can only eat one person per table** or 6' apart. Couples living together can eat at the same table. We are initiating this starting with Dinner tonight, and from here, per CDC recommendations. I spoke with each resident and mapped their typical meal times earlier today, and this shouldn't interrupt their preferred meal times. Since this is our first experience serving this way, I am sure we will continue to have ways to improve this experience after tonight.

At this moment, our lifestyles/activity team members are now keeping activity groups to **no more than 10 people** per CDC recommendations. Our team is already getting creative with this.

We have rented two portable hand-wash sinks here on the property in anticipation of hand wipes and hand sanitizer not being readily available for delivery. One is as you come into our community (for visitors to use) and one in our memory care dining room. They were delivered today.

We have added housekeeping common area cleaning and disinfecting on Saturday mornings starting this weekend to support our continued cleaning efforts. We continue to have all departments cleaning/disinfecting all frequently touched surfaces around the clock.

We are going to continue to post our updates/announcements/ and communications related to this virus on our website at www.birches.net/news-events

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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