

3/24/2020

Dear Families,

We understand this is a difficult time for many, and please be assured the management and staff of Assisted Living By Hillcrest and Caraton Commons is doing all we can to keep our residents, your loved ones, safe during this crisis. As the COVID-19 pandemic evolves we continue to make necessary changes within our facilities. Here are a few of the changes we've implemented:

- Meal Times: We are encouraging any resident that is able to safely eat in their room to do so. Proper spacing, along with staggering meals times, is enforced for any residents needing to dine in the common dining room.
- Life Enrichment: Activities will be kept at a minimum, however, we do understand the importance of interaction of the residents. Activities that are held will be held with social distancing in mind.
- Resident appointments: Our staff is calling the MD office prior to any scheduled appointment to discuss if the appointment is a necessity. If the resident absolutely must be seen, upon returning to the facility they will be quarantined to their Apartment. If it is for Medicare reasons, we can file for a waiver with the state. It should be emergent situations only. Appointment via Tele Med (Skype) may be scheduled, if acceptable per the MD.
- Dialysis appointments: These appointments will need to continue. Residents leaving the facility for Dialysis will need to be quarantined to their apartment for the duration of this pandemic.
- Bellin lab (where applicable): Residents with a lab appointment will be brought to the front entrance to have lab work completed. If resident is quarantined, the lab will go to the resident's apartment.
- Home Health Agencies: All Home Health visits will be cancelled.
- Hospice Visits:
  - RN's will visit once weekly per Medicare and CMS guidelines. They will also increase their phone calls to the facility checking on medical and /DME supply needs.
  - Hospice aides will *not* be visiting the residents. Our caregivers will complete shower cares for those residents affected.
  - Social Workers and Spiritual Care will *not* be visiting. This will be monitored on a case by case basis for needs during end of life. The Social Workers and Spiritual Care teams will be making extra phone calls to check in.
- Ways to Connect: We realize it may be difficult to be away from your loved one during this time, and will help you connect with them. Each of our facilities have Skype accounts set up to provide real time communication with your loved one, or you may call to speak with them via phone. If you wish to schedule a date/time to Skype with your loved one, please call the facility.

As always, we welcome you to reach out to the facility director with any questions you may have. We appreciate your continued understanding as we do everything possible to protect those who live here.

Sincerely,

Amy Doro  
Executive Director