

## MEMORANDUM

Date: April 1, 2020

To: TLRC Residents and Employees

From: R Kevin McFeely, President & CEO

Re: Additional Update

First off, as much as I would like for this to be an April Fool's joke, I need to reassure you that it is not. We have been through a period of unprecedented change over these past few weeks, (my first memo regarding COVID-19 protocols went out during the first week of March) and I am proud of the response from residents and employees that have allowed us to **not** have any confirmed cases. Thank you for your support in following the protocols and please know we are aware of the numerous hardships that have been endured due to the no visitor policy, social distancing practices, lack of community dining and programming and closing of the doors that normally stay open in order to make us all feel connected, regardless where we live or work on campus.

Our staff have been very creative in using technology such as Skype and Facetime in order to keep people connected. We have moved to hallway activities in order to assure our residents we are doing everything possible to prevent social isolation. Our Maintenance staff are working hard each day to keep our equipment running smoothly and Housekeeping/Laundry employees are cleaning and sanitizing every possible surface and article of clothing to prevent the virus from taking hold here. Our nursing and dining staff continue to provide the best care and meals under very trying circumstances. Our Chaplains continue to provide spiritual guidance and reassurance via our intercom system seven days per week. There are many Administrative and Support Staff who are working behind the scenes to keep processes flowing smoothly.

Effective today, we find we must now restrict IL Apartment residents from leaving our campus. Therefore, if you are planning to visit friends or family members off campus, you must make arrangements to stay with them until all visitation

restrictions have been lifted. There are the same protocols we have in place for our Health Center and Assisted Living residents. We encourage you to utilize the grocery shopping service we have put into place in order to maintain an adequate supply of food. We will continue to serve you your meal in your apartment. Likewise, we will continue to offer the hallway activity programs and encourage you to utilize the video conferencing programs we have implemented in order to maintain contact with your friends and family members.

I also want to remind you that in my memo dated March 28<sup>th</sup>, I had stated we can no longer accept items dropped off for residents. This is for **all** residents in the Health Center and Apartment Building. We are asking that items be shipped via USPS, UPS, Amazon, FedEx, etc. and we will sanitize the package before delivering the item to the resident.

We are aware that many of you utilize care givers to assist you with your Activities of Daily Living. This will continue, but you must provide the name of the care giver to Shannon Noren if you have not done so and let the care giver know that when they arrive here they will go through screening, will need to show the Receptionist a government issued form of ID and will be required to wear a mask while in the building. There will be no exceptions to this.

Again, thank you for your help and understanding in adhering to these continually changing processes. While these are tough for the short-term, I assure you they will assist us in getting through this situation quicker. Please know we are monitoring all the reports on a daily basis and once we are notified that we can ease these restrictions, we will begin to do so. Again, your vigilance has helped us so far with achieving no confirmed cases-thank you for this! You have done an awesome job and we are grateful for your efforts. You are truly making a difference for everyone associated with TLRC!