

November 3, 2020



Dear Spring Ridge Residents & Families,

We have now been managing the COVID-19 outbreak since early March. Thank you for your patience during this difficult time. The country and some local areas are experiencing a resurgence of the outbreak. The number of positive COVID-19 cases is increasing. Our efforts continue to be successful in keeping COVID-19 out of the building. There are no active cases in our resident population or staff at this time.

We continue to emphasize infection control procedures. Here is what we are doing:

1. The Housekeeping staff continue to clean handrails and other surfaces multiple times a day. They have placed hand sanitizers stations throughout the building. Chairs and sofas have been moved so they are 6 feet apart to provide for social distancing. Care staff continue to sanitize shared equipment and surfaces that residents frequently touch.
2. We have purchased an Accushield Kiosk to assist with the screening of staff and guests. Our screening questions have been uploaded to the Kiosk. Soon the Kiosk will also take staff and guest temperatures alerting supervisory staff if someone has an elevated temperature. The thermometer that attaches to the Kiosk has been ordered and will arrive in November.
3. Now that the local areas are opening up and stay at home restrictions have been lifted the most likely way the virus will enter the building is through an infected staff member. Staff are being monitored regularly and screened prior to each shift. If they show symptoms or have been in close contact with someone who has had the virus, they are sent home.
4. Visitors are still restricted. We are following state and local guidelines. We have developed policies and procedures to allow indoor visitation by family and guests once the state allows it. The state has not finalized its guidelines that provide indoor visitation instructions. We are looking forward to having you back in the building once again when we can.
5. Please remember to call our receptionist, Angelina at least 24 hours in advance to schedule a window visit or (weather permitting) outdoor visit. We are having a problem with families just showing up for window visits and we have to find staff to unlock gates and more staff to get the resident to their rooms for the visit. Scheduling visits 24 hours in advance helps us keep all visits organized and running smoothly for all of our families.

As I have indicated previously the safety of your family member is our main concern and priority. Once COVID-19 enters a senior living community the consequences for residents and staff are challenging.

Be safe, wear a face mask and remember to social distance.

Sincerely,

Michelle Wyse, Executive Director