



Date: June 9, 2020

To Our Residents, Family Members & Responsible Parties:

We want to be sure to continue to keep all of you updated on the status of COVID-19, and ensure you that we are still taking very strict precautions to ensure residents are safe, and stay healthy. Currently, we do not have any cases in our community, and we have been successful in keeping all our residents and staff safe. Although we are seeing counties opening back up, with limitations, Long Term Care is still following the same strict procedures the Centers for Disease Control and Prevention (CDC) have implemented. As changes come from the CDC and the State of Oregon, we will continue to keep you informed. We miss all of you as much as you miss being here with your loved ones. Below is a reminder of the current CDC guidelines for Long Term Care.

- Visitors are not allowed in the community at this time. Exceptions will be made for residents deemed, end-of-life by the community nurse, or hospice service.
- Essential visitors to include, Hospice Care, Mental Health or any other agency deemed essential for the resident's emotional and physical being.
- Residents are not able to leave the community for appointments, appointments will be held via-zoom or facetime unless deemed necessary by the residents Doctor.

We know you want to stay connected with your loved ones, and we want that as well! Until we can welcome you back into the community, we have set up several options for face to face visits! We can offer telephone or video chat (Skype, FaceTime, etc.), or window visits. Please note, windows need to be closed during this visit to ensure we are not letting a possible contamination into the community. Our staff will provide the resident with a wireless phone during the visit to assist with communication. We ask that if you're going to window visit, that you contact the front desk and schedule a time for that visit, and that you only visit at the front lobby window and not the residents room window.

We are continuing to follow the recommendations of the CDC on prevention steps, including following strict handwashing procedures, wearing gloves and masks when offering resident care. In addition, our community is in close contact with the local and state health department, and we are following their strict guidance.

We know these times are hard on everyone, and that you miss your loved ones like crazy! Please know, we will continue to ensure they are getting the best possible care, and love. We are here to answer any questions you might have, please do not hesitate to contact us at 503.878.8550.

Sincerely,

Tara Killinger
Vice President of Operations/Interim Executive Director