

Memorandum

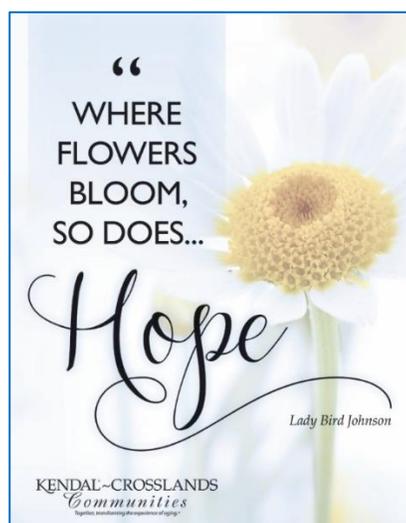
From the desk of Lisa M. Marsilio

To: All Residents, Families of Health Center Residents, Staff Members, Board Members, and Families of the Early Learning Center at Kendal~Crosslands Communities

From: Lisa M. Marsilio, Chief Executive Officer

Date: March 24, 2021

With on-going efforts to open our campuses, we have hope that we will remain a safe and healthy community.



HOPE ...

Humble - we are **humbled** that we received the vaccine when they are not widely available.

Optimistic - - we are **optimistic** with everyone, working together as one family, following the guidelines that we will remain a safe community.

Prepared - - we are **prepared** with the knowledge of the virus, following the science every step of the way. We have all the tools.

Energized - - we have new **energy**, as we open. Staff members, residents, our families together.

In the coming weeks, I invite you to share our HOPE in many ways. Notecards and postcards are available (similar to the image in this memo) if you wish to spread a written word of hope. They are free for residents and staff members. Residents will find a small supply in the gift shops, and staff members may acquire cards from the Administration offices. Cards are available while supplies last. Hope themed magnetic buttons will be distributed to all residents and staff. Wear them as a reminder of a new day. We'll have a similarly designed banner located in the lobby area of each community center. I invite all residents and staff to sign the banner and write what you are hopeful for this spring. Sharing our aspirations is contagious, and I invite you to join me in the coming weeks and celebrate life anew.

COVID Updates

Continue With Caution

The virus's variant strains add a level of concern for all of us, and we are grateful that the vaccine provides extra protection for us at this juncture. A U.S. government interagency group developed a Variant Classification scheme that defines three classes of SARS-CoV-2 variants: Variant of Interest, Variant of Concern, and Variant of High Consequence. The interagency group focuses on the rapid characterization of emerging variants and their potential impact. The definitions of these variants' classes and to review the latest information, click here => <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/variant-surveillance/variant-info.html>. Persons who are not vaccinated should be cautious as we see positive COVID cases occurring in this group. We also notice European cities shutting down, pockets of COVID spikes happening in the U.S. nationwide, and public behavior not conducive to safe practices. Until more of the general population is vaccinated and the spread lessens, we must remain diligent.

We will continue our opening with caution and, we will suspend our operations if we experience a significant exposure or if our area positivity rates spike. I ask everyone to be careful and continue to follow everything we learned. A few vital universal reminders:

- Stay home if you or another in your household is not feeling well or experiencing symptoms of COVID-19
- Wear your mask properly
- Meeting outdoors is always best. Avoid large gatherings and limit your time in public places

Testing Updates

As reported, universal testing of health center staff members is based on the positivity rate in Chester County. We follow the Centers for Medicare and Medicare Services (CMS) reporting structure of rates in our area. Over the last couple of weeks, the rate was over 5%, so we continued to test staff members weekly, and again, we are happy to report that staff members' universal test results were all negative. **According to CMS, we were encouraged that on March 9, the rate was at 4.5%, but on March 16, the rate was 4.8%.** Early indicators from the Chester County Health Department show rates at 5.6%. The increase is concerning, and we will continue to monitor them for staff member testing protocols. At this time, resident testing will be based on symptoms and exposures.

Over the past few weeks, we have identified four staff members as positive for COVID. These staff members were discovered through regular symptom screening, exposure, and then testing. These staff cases are isolated, and we followed all standard isolation and contact tracing protocols.

New Updates - Opening Our Campus

Family Visits On-Campus

Beginning March 29, a family may visit residents who reside in our independent living cottages and apartments. To mitigate risk, we have several safety parameters:

- On the day of the visit, ask if your family member feels well (do they have a fever, a cough, shortness of breath, lack of smell or taste, sore throat, chills, muscle pain, or headache). If so, they should stay home and visit another day.
- Limit 2 persons at one time or one family household up to 4 members
- Masks must be worn at all times; however, if your family members are vaccinated, the CDC has indicated that fully vaccinated people may visit indoors without masks and have a meal together
- Track your visitors on your contact tracing log, inclusive of date, time, and duration. This log will be essential should anyone demonstrate signs of a COVID-19 infection
- If possible, all visits are recommended to be outside (family brings their chair) with a physical distance at a minimum of 3 feet
- Visits may take place any time between 9 am - 8 pm
- Visits should be limited to no more than 4 hours
- Sanitize bathroom facilities before and after a visit and wipe down all household surfaces before and after a visit, use hand sanitizer, wash your hands
- Overnight stays are not permitted unless it is a medical necessity approved by Resident Care in advance of the stay
- Family members visiting our Kendal at Longwood or Crosslands campus must stop at the guard station before entry. Visitors must provide all family members' names, residents they are visiting, their relationship, and phone number. Guests must wear masks upon entry.
- Family members visiting Coniston and Cartmel residents are not required to check-in at the guard stations
- Community centers are closed to family members

Vendors/Contractors

On March 29, vendors and contractors may come on campus to conduct business with residents at our Kendal at Longwood, Crosslands, Coniston, and Cartmel campuses. The following are guidelines everyone must follow:

- We kindly ask all residents to inform our Maintenance and Grounds Department **before** any vendor or contractor arrives on our campuses
- For indoor maintenance assistance, residents must inform Steve Madsen, Assistant Director of at smadsen@kal.kendal.org or (610) 388-5505
- For outdoor horticulture or gardening services, residents must inform Casey Groff, Grounds Supervisor, at cgroff@kal.kendal.org or (610) 388-5558

- Vendors/contractors must stop and check-in at either guard station before venturing onto any of our four campuses
- Masks must be worn properly at entry and at all times
- Our guard station will direct all vendors and contractors to the Maintenance Shop to screen for symptoms. Note, if the visitor fails the screening process, we may ask them to leave and return on a different day
- Once screened, staff members will direct the vendor/contractor to your home
- Residents must wear a mask while interacting with the vendor/contractor; being outdoors or in another room while the person is in your home is ideal
- If a vendor or contractor conducting on-going work does not comply with our process, we may prohibit them from conducting future business on our campus during the pandemic

Dining Outdoors And Indoors - Coming Soon

John Platt and the Culinary Teams continue to work diligently on practical operations to entertain outdoor and indoor dining options efficiently.

Outdoor dining is, of course, weather-dependent, and patio spaces should be complete with furniture and heaters **by March 29**. These spaces are on a first-come basis. Enjoy!

We are hopeful indoor dining can start **Monday, April 12**. The team is looking at indoor dining processes taking into consideration:

- the completion of residual construction projects on both campuses
- proper infection disease control protocols for safe indoor dining
- Department of Health occupancy percentages
- coordinating both eat-in and take-out options
- a reservation system for indoor seating
- adequate staffing ratios

Given the limited capacities of indoor dining and coordinating the considerations stated above, our Culinary Services team is requesting several weeks delay in offering indoor dining for residents who live at Coniston and Cartmel. Also, the team needs to determine resident participation to gauge if we are filling the dining rooms regularly. As we align our process, indoor dining reservations may resume for Coniston and Cartmel residents in the near future. Coniston and Cartmel residents may continue to pick up meals.

The Culinary Services Team will determine an efficient indoor dining process and provide adequate opportunities for all KCC residents to participate. Thank you for your patience, and stay tuned for additional information.

Kendal at Longwood – Resident Care

Beginning on March 29, we are pleased to inform you that the medication pick-up venue will change to the Resident Care office, Monday through Friday, from 3:30 pm – 4:30 pm, rather than at the Kendal Farmhouse. Calls to alert you that your medication is ready will cease, returning to the pre-pandemic procedure. While in the Resident Care office area, we kindly ask that you maintain distance and exercise other precautions. Refill requests will remain the same, using the box outside the center or send an email to any staff member. Coming soon, labwork within the Resident Care office beginning on April 12 on Tuesday and Thursday mornings by appointment only. Contact Diane Williams with any questions dwilliams@kal.kendal.org or call (610) 388-5533. More information to come.

Group Exercise Schedules

Antonio Sofia and the Wellness teams are looking forward to resuming group exercise, both on land and water. Staffing challenges prohibit this activity momentarily, but they anticipate offering classes very soon. Please refer to the Wellness Department posting on the website for additional information.

Quarantine/Isolation Changes – Medical Visits Only

In the last few days, the P.A. Department of Health updated the guidance for persons exposed and the related quarantines. After consultation with our Medical Director, effective immediately, the quarantine after a hospitalization, emergency room, or urgent care visit for any resident (both independent living and health center) **is lifted**.

Helping Hands Program

As you know, due to the pandemic, Kendal~Crosslands Communities suspended services of our Helping Hands program. Tentatively, we are hoping to resume this outward community benefit in May. You may recall, Helping Hands is a complete staff member-funded program that provides housekeeping services to older adults in our greater community on a sliding economic scale. We thank our staff members for thinking of others and keeping this program going strong.

Independent Living Residents Visiting With Our Health Center Residents

Since February, our residents, who live in the health centers, have been receiving visits from their families. Thank you again to our maintenance staff for constructing spaces for the visits (*Conversation Station* – at Kendal and the *Garden House* – at Crosslands). These outdoor spaces provide a safe and comfortable way for loved ones to meet with our residents and family members, and recently Dr. Lawrence noted them as a best practice in our field.

Crosslands: Family visits with up to two family members will continue to be a priority. At this time, we are adding on additional indoor designated visitation spaces so that you can visit a friend who lives in the health center. The ability to accommodate these visits is based on space availability, so they must be scheduled. To schedule a visit, please contact: Jeri Iacono, Life Enrichment Manager, at **610-388-5640** or **JIIacono@xlands.kendal.org**

Kendal at Longwood: Health Center residents have had the opportunity to visit with up to two family members in the Conversation Station, located in the Central Garden. These visits, lasting 30 minutes, happen about once every three weeks for our 96 Health Center residents. We are not yet open for indoor visits, but if you have a friend in the Health Center who is not already receiving regular visits from family members, please feel free to use the link below to schedule a visit. As the weather warms up and additional visitation areas are available, we will share that news with all.
<https://www.signupgenius.com/go/904044eabad29a4fc1-kendal1>

Frequently Asked Questions

Q. Can you explain why we should not share food items with our neighbors when the CDC reports there is no correlation between food sharing and COVID infections?

A. Thank you for asking. We want all residents to be safe, and we want to remain a healthy community, and our conservative approach has served us well. We kindly ask that we continue to exercise all precautions while fully understanding risks and protection from vaccinations.

Q. Can my daughter pick me up at my cottage and take me off campus to a restaurant or her home?

A. Yes, enjoy, but please be careful in public places. Wear your mask.

Q. Can we use Ellerslie for meetings?

A. Yes, for persons five or less, in-person meetings may resume in most campus spaces. You must reserve the room accordingly. Feel free to contact a Front Desk Ambassador for assistance. Remember, wear your mask, stay socially distant, no sharing food or beverages. Outdoor meetings or technology are always best.

Q. I'd like to pick up my medications when I get my hair cut at Crosslands. Is that possible?

A. We understand the convenience, but as a reminder, our Crosslands medication pick up at the Resident Care office is Monday - Friday from 3:00 pm to 3:30 pm. Pharmacy medication pick up is Monday - Friday from 4:30 pm - 5:30 pm. Please plan according to our schedule. Please coordinate special arrangements with Resident Care directly.

Q. Now that we can meet in person, can I schedule a room in the center to play cards?

A. Although we can meet in person with five or fewer persons, our infectious disease control protocols require social distance and no sharing of materials. As a result, we kindly ask you to refrain from card playing.

Q. When I arrived on our campus, the guard station staff member asked for my name tag. Don't they realize I am a resident?

A. Since the reopening, our staff members, rotate shifts in the guard station, and they may not know all residents or staff members. So, efficient check-ins can be challenging. And, once family and vendors arrive at the station, it'll become even more so. Thus we ask all residents and staff to carry their I.D. badge or parking passes.

Q. Why can we only spend 30 minutes in the pool at one time?

A. That is a good question, and we are happy your fitness goals can resume in the pool. You are correct; you can spend 30 minutes per day in the pool. Please feel free to use this no-impact exercise regimen daily. Our openings are cautious. According to Dr. Lawrence, the pool is the only place where five persons can exercise without a mask. We are uncertain about the number of aerosols and infection risk to other residents and staff members. As a result, Dr. Lawrence suggests we move slowly, and as all goes well, we can increase the time. We evaluate our wellness program weekly, and should you have questions; please contact Antonio Sofia, Director of Wellness and Rehab Services, at alsofia@kal.kendal.org or (610) 388-5587.

In health,



Lisa M. Marsilio
Chief Executive Officer
Kendal~Crosslands Communities

CC: Donna Taylor, Chief Health Services Officer
Dr. Thomas E. Lawrence, MD, Medical Director
Richard Wortmann, Board Clerk