

# 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:** April 21, 2021

Regular and timely communications establish trust, respect, educates, and creates a unique voice for Kendal~Crosslands Communities. Undoubtedly, it improves our productivity, efficient operations within our community, and overall satisfaction and morale.

Over this past year, we addressed a broad range of COVID-related vital issues and operational details. Frequent pandemic communications were essential to keep you informed and provide a safe and healthy community. As long as the virus remains a menace, I am committed to providing ongoing updates.

As we shift to equally essential topics such as Mott and Woolman construction updates at Crosslands, campus-wide revitalization plans, and Kendal at Longwood Health Center renovations, the content in my communications will change. Providing regular updates on our capital projects is refreshing, and we are hopeful to move forward with enhanced spaces within the community.

## **COVID Updates**

### **Continue With Caution**

We will continue our opening with caution; however, if our area positivity rates continue to spike or we experience a significant exposure, we will suspend our operations. We remain watchful for the variant strains of the virus and the 'breakthrough cases throughout our region. The positivity rate is fluctuating and continues to be higher than what we would like. The latest update is at 8.85%. Please be cautious.

### **Positivity Rates and Testing**

As reported, universal testing of health center staff members is based on the positivity rate. We are happy to say that staff members' universal test results continue to be negative. Testing of our Crosslands Health Center residents over the past two weeks was also negative.

## **Vaccine Information**

We are happy to report our pharmacy, CPS (Contract Pharmacy Services), can administer the COVID vaccine doses as needed. As other persons require vaccinations and with the anticipated boosters later this year, having CPS as an inoculation partner is critical. We manage all resident requests through our Resident Care Departments or our Health Center Administrators.

Feel free to navigate the Chester County Health Department website for numerous COVID related information => <https://www.chesco.org/224/Health>

## **New Updates - Opening Our Campus**

**Effective April 26**

### **Crosslands Indoor Dining Begins**

John Platt and the entire Culinary Team continue with safe indoor dining protocols. Kendal at Longwood began indoor dining last week, and residents and staff members were all smiles. Crosslands begins next week, and we look forward to welcoming residents back into the dining rooms. Please refer to previous communications for protocols and processes.

Should you have questions, please contact either John Platt, Director of Culinary Services: [jplatt@xlands.kendal.org](mailto:jplatt@xlands.kendal.org) or Steve Wandishin, Culinary Services Manager, Kendal at Longwood: [swandishin@kal.kendal.org](mailto:swandishin@kal.kendal.org) or Darlene Parrett-Harris, Crosslands Culinary Services Manager: [dpharris@xlands.kendal.org](mailto:dpharris@xlands.kendal.org).

### **Fitness, Health, and Wellness Updates**

We are pleased to inform you of enhancements in our wellness schedules. Over the next several weeks, the teams will begin expanding pool and fitness room hours and adding more land and water group exercise classes. Please refer to the resident websites or the E.Z. Facility, or the MemberMe app for details. Should you have questions, contact Jenn Keil, (610) 388-5639 at Crosslands, and Suzanne Stevens (610) 388-5527 at Kendal at Longwood.

### **Sales and Marketing Department**

The team has done a tremendous job keeping our occupancy high, even in a pandemic. Over the year, it was challenging to demonstrate the lifestyle of our community over Zoom. We are pleased that we will permit in-person prospective resident tours on a limited and case-by-case basis.

## **External Campus Visitors**

Effective April 26, in addition to a family visit, all independent living residents may invite a friend to visit you at your home. Some safety reminders:

- No more than 2 people at one time
- On the day of the visit, determine if everyone is feeling well
- Outdoors visits are always best; remain socially distant as much as possible
- Four-hour limit to the visit, and please keep a personal contact tracing log
- Visitors coming to Kendal at Longwood or Crosslands, must stop at the guard station and indicate where they are going; no advance notice is required
- Visitors are not permitted in the main centers
- No overnight stays

Please note, family visitation guidelines remain the same (up to four people from the same household).

## **Coming Soon**

We understand the desire to gather with more friends and increase the activities. We appreciate your patience as we work through the operations of coordinating our spaces and rooms. If we continue to be safe, we experience no outbreaks among staff members or residents, and the area positivity rates decline, we will consult with our Medical Director and our region's Infectious Disease experts on the following activities:

- Increased capacity for the indoor meeting, activities, and culinary spaces
- Increased outdoor capacity for gatherings and events
- Auditorium gatherings with limited capacity
- Family visits from multiple households

## **Campus Project Updates**

### **Mott/Woolman Construction**

We continually seek resident and staff member collaboration, and we are happy to report that designs and plans were submitted to Pennsbury Township. The design team will be creating more detailed construction documents so that our contractor partner, Benchmark Construction, can bid the job out to various subcontractors. We anticipate final pricing to the KCC Board for approval in August. Look for groundbreaking in late August.

### **Campus Revitalization**

Lenhardt Rodgers compiled resident and staff member feedback (captured from questionnaires, focus groups, and design charrettes). We will present an early draft of different ideas for various sections of the plan in May to get resident feedback.

## **Kendal at Longwood Health Center**

Multiple design concepts were presented over the past month by Lenhardt Rodgers and Perkins Eastman. The two architectural firms integrated ideas received by a diverse committee of residents, staff, and board members. An integrated community of residents, a focus on nature and light, the quality of care, independence and choice, and innovation frame the new center's design. We are currently looking to partner with a construction manager to obtain accurate cost estimates to ensure the cost aligns with our allocated budget. Once we complete the concept plan, we will present it to the Board and the community.

## **Frequently Asked Questions**

Q. When I pulled onto the campus, a car ahead of me did not stop at the guard station. Are we supposed to stop and check-in?

A. Thank you for asking. Yes, we ask that all cars stop and either show their I.D. (that they live or work here) or guests or vendors check-in. Please be safe. Please stop at the station.

Q. If I don't feel well, can the staff member who is scheduled to come to my home still come and clean?

A. If you are sick, experiencing symptoms of any illness, you should contact Resident Care immediately. We ask that you contact our Environmental Services Department to reschedule your cleaning services. Stopping the spread of any disease is always a good practice.

Q. I'd like to visit with my friend, who lives in the Health Center. Can I do that and how do I see my friend?

A. We are happy our Health Center residents can visit with family and friends in our Conversation Station (at Kendal at Longwood), and the Garden House (at Crosslands). Additional Open Air Tents are available for casual, non-scheduled visits with family members and friends, including residents who reside in independent living. To visit with a friend in the Health Center, you may either reserve a space in the Conversation Station or the Garden House through the Sign-Up Genius app or contact your friend and schedule a time in the Open Air Tents. The open-air tent spaces are on a first-come basis. Enjoyably, you may by chance encounter a Health Center friend in the main center or at our outdoor campus spaces. The connectivity of our campus facilitates these brief greetings. If you are unsure how to visit with a friend, please call either the Sarah Matas, Kendal at Longwood Health Center Administrator at (610) 388-5550 or Cathy Emig, Crosslands Health Center Administrator at (610)-388-5628.

Q. Should masks be worn by friends or family members walking outdoors, on a hiking trail, on the promenades?

A. Enjoy the outdoors. Our campus is beautiful and warmer weather is here. Yes, please wear a mask if you are outdoors where you could encounter other residents or staff members. Thank you.

Q. I need a piano tuner to tune my piano. Is this person able to come onto the campus?

A. That would qualify as a vendor. Remember, vendors are permitted. However, before your vendor arrives, you must first inform our Maintenance Department. The vendor or contractor must stop and check-in at the guard station and then screen at the Maintenance Shop before proceeding to your home. Then, everyone must wear a mask. We suggest you remain outdoors or in another room while work is being performed.

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

