

Memorandum

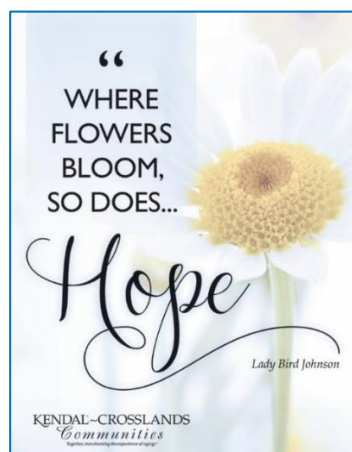
From the desk of Lisa M. Marsilio

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 7, 2021

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



I invite you to share your 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 have a similarly designed banners 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 and celebrate life anew.

COVID Updates

Continue With Caution

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 continue to spike. In a recent video production with Dr. Lawrence, he sites 102 'break through' cases that occurred in the state of Washington (meaning persons fully vaccinated, they are two weeks post-vaccination, and test positive for COVID-19). Out of the 102, 10% were hospitalized, and two persons over the age of 80, unfortunately, passed away. Here is an article from the Washington Department of Health

<https://www.doh.wa.gov/Newsroom/Articles/ID/2720/Cases-of-COVID-19-vaccine-breakthrough-confirmed-in-Washington-state>

There are some reports in our local region of vaccinated persons testing positive. The vaccine is not 100% effective, and not enough efficacy studies were conducted on older adults. Not all residents are vaccinated and perhaps neither are our families, our friends, and staff members. Please, 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, **over your nose and mouth**
- Meeting outdoors or using technology is always best
- Avoid large gatherings and limit your time in public places

The latest video featuring Dr. Lawrence was produced for our health center residents and their families, and we will share it with all residents on the websites very soon.

Positivity Rates and Testing

As reported, universal testing of health center staff members is based on the positivity rate. Over the past few weeks, the **county positivity rates indicate an upward trajectory from 4.28%, 5.67%, 6.10%, and now 9.04%**. This trend is concerning, and we will continue to monitor the rates for staff member testing protocols and continued opening guidelines. We are happy to report, to date, that staff members' universal test results continue to be negative.

Positive Cases

Over the past two weeks, we have identified two non-direct care staff members (one at Crosslands and one at Kendal at Longwood) as positive for COVID. These staff members were discovered through regular symptom screening, exposures, and then testing. We followed all standard isolation and contact tracing practices.

The Crosslands case affects some opening activities in Audland, and we will test all residents. This case will delay our Main Dining Room indoor dining operations

At Kendal at Longwood, the case is isolated and poses no challenges with ongoing opening protocols.

Vaccine Information

Vaccines are becoming more widely available in our region. In Pennsylvania, April 5 began Phase 1B inoculations. On April 12, persons in the 1C category are eligible, and on April 19, everyone over age 16 is eligible. For more information, please visit the PA Department of Health website:

<https://www.health.pa.gov/topics/disease/coronavirus/Vaccine/Pages/Vaccine.aspx>

New Updates - Opening Our Campus

Indoor Dining

Kendal at Longwood – begins April 12

Crosslands – to be determined

John Platt and the entire Culinary Team are working very hard to develop safe indoor dining protocols. As you heard in the Zoom presentations, our indoor dining program will begin slowly and methodically. I kindly ask that you exercise patience as the dining processes continue to operate efficiently.

Universal Guidelines:

- Ongoing heavy-duty cleaning will occur
- Posting of infection control and social distancing signage, floor markers, and hand sanitizer stations will be present
- Ongoing staff member training and documented
- All staff members will wear a mask and gloves; gloves will change frequently
- All residents will wear a mask to and from their table; while at your table, you may remove your mask to eat and drink
- Please keep a social distance of 6 feet or greater
- Reservations are required – no walk-ins will be seated
- Bring your name badge/key fob for scanning at the point-of-sale service station
- Outside guests are not permitted for indoor dining
- At this juncture, Coniston/Carmel and health center residents are not permitted for indoor dining

Dining Options/Venues:

- Dinner (only) will be available for indoor dining in the Main Dining Rooms at both Kendal at Longwood and Crosslands
- Breakfast, Lunch, and Dinner are available for take-out in the Café/Coffee Shops
- Outdoor seating continues to be available for residents only, on a first-come basis; please adhere to posted table seating capacity, sanitize your area, please discard your trash
- The opt-out dining program continues

Meal Service/Seating Capacity:

- A maximum of 2 or 4 persons per table is permitted depending on table size
- Full waited service will be available; no buffet options
- Staff will bring all food and beverage items to your table
- We will use linens, china, the standard flatware

Reservation Process:

- Reservations are required; no walk-ins, please
- You are not required to call Culinary Services to make a reservation

- Culinary Staff will call residents, starting at 3 pm the day before to place your reservation for the following day
- Staff will attempt to contact residents with all phone numbers listed on the resident directory; messages will not be left
- Calls to residents will begin in numerical order, based on the cottage or apartment number
- If no one answers, we will call the next resident
- Once reservations are full, calls will cease
- If you are not engaged in a reservation, please plan to pick up your meal on that day
- Calls will resume the next day where they stopped the day before
- Staff will post on the website and internal TV stations the cottage/apartment number that is next in the calling cue
- No community table will be available to dine with others; please make plans to dine with others ahead of time
- Reservations will be made for a maximum of parties of two or four, depending on table availability

Should you have questions, please contact either John Platt, Director of Culinary Services: jplatt@xlands.kendal.org or Steve Wandishin, Culinary Services Manager, Kendal at Longwood: swandishin@kal.kendal.org or Darlene Parrett-Harris, Crosslands Culinary Services Manager: dpharris@xlands.kendal.org. Thank you again for your patience, and we are happy to entertain indoor community dining once again.

Fitness, Health, and Wellness Updates

We are pleased to inform you of enhancements in our wellness schedules. Please keep this schedule for reference.

Kendal Aquatics - check the session time limits; we have added 30, 45, and 60 minute swims to the schedule by appointment through EZ Facility or MemberMe app
 Morning sessions between 8:00 and 11:00, Monday - Friday
 Morning sessions on Saturday and Sunday between 9:00 and 11:00.
 Afternoon sessions available T-W-Th between 1:30 and 3:00

Kendal Fitness Center - sessions are available for 30 minutes by appointment through EZ Facility or MemberMe app
 Afternoon sessions are between 12:30 and 3:00, Monday - Friday

Crosslands Aquatics - check the session time limits; we have added 30, 45, and 60 minute swims to the schedule by appointment through EZ Facility or MemberMe app
 Morning sessions between 8:00 and 11:00, Monday- Friday
 Afternoon sessions between 1:00 and 3:00, between Monday - Sunday
 Classes will be added week of April 19; please check the schedule

Crosslands Fitness Center – sessions are available for 30 and 45 minutes by appointment through EZ Facility or MemberMe app
Morning sessions between 8:00 and 11:00
Afternoon sessions between 1:00 and 3:00
Classes will be added week of April 19; please check the schedule

Should you have questions, contact Jenn Keil, (610) 388-5639 at Crosslands, and Suzanne Stevens (610) 388-5527 at Kendal at Longwood.

Frequently Asked Questions

Q. Can my family member stay over either in my home or in the Kendal Farmhouse or Crosslands Ellerslie?

A. At this juncture, overnight stays are not permitted in any resident's home or our guest spaces.

Q. Are catering options available?

A. Culinary Services at this time cannot provide catering services.

Q. I forgot my mask when I entered the center, can I get a new one upon my arrival?

A. Masks are essential, and if you forget your mask, the Front Desk Ambassador is willing to supply you with a disposable one. However, we discover that many residents fail to bring their masks, and our supply is depleting quickly. So, place your mask near your keys, in a purse, a coat pocket so that you have one handy.

Q. Can residents on all four campuses meet with one another in their homes?

A. Yes, you may visit your friend on any campus. Remember, outdoor is always best, and no more than two (2) additional residents in your home.

Q. If I make an indoor dining reservation for 4, do I need to give you the names of my dinner companions?

A. No, that is not necessary, but please have your companions arranged ahead of time so that when we call your dinner companions, they are aware they have a reservation with you.

Q. If I make a reservation for 4, can I change it to 2?

A. If persons in your reservation cannot make it to your dinner table, you cannot change your reservation, and we'll keep your reservation with the same number of persons.

Q. When my family visits, do we need to wear masks?

A. That is a good question, and recommendations are fluid. **Masks are always a good idea, especially if that family member is not vaccinated.** At this time, the CDC has indicated that fully vaccinated people may visit indoors without masks. If anyone outside your household (a staff member, vendor, or contractor) comes to your home, you must wear your mask at all times or leave your home.

Q. When can we begin to have programs in the Auditorium?

A. We cannot predict when large gatherings will take place in the Auditorium. Right now, our opening is step by step, methodical, and cautious. We also look to an increasing positivity rate in our area and monitor vaccine efficacy in older adults. Thank you in advance for your patience.

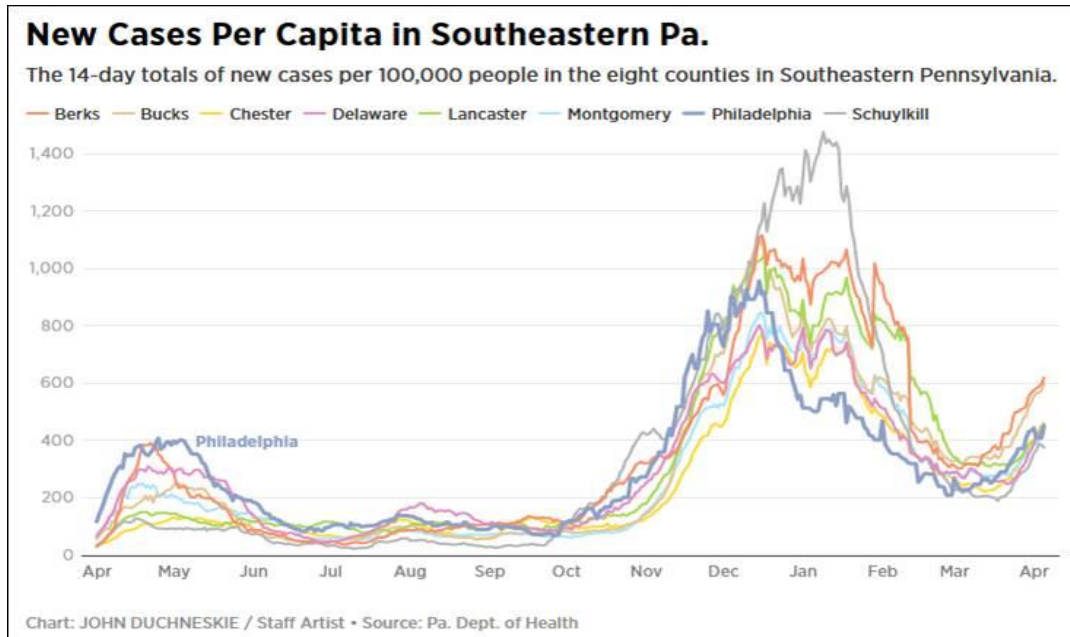
In health,



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

Below is a chart recently published demonstrating the new positive cases by county, most notably, how the numbers compare to this time last year.



Kendal~Crosslands Communities Updated Quarterly Cumulative Statistics

	As of March 31
Number of Kendal at Longwood Independent Living Resident Cases	7
Number of Crosslands Independent Living Resident Cases	6
Number of Kendal at Longwood Health Center Resident Cases	4
Number of Crosslands Health Center Resident Cases	9
Number of Cartmel Resident Cases	2
Number of Coniston Resident Cases	0
Total Resident Cases	28
Total Staff Member Cases	72
Total Resident and Staff Members Cases	100
Total Number of Deaths	3