



# A MESSAGE FROM THE EXECUTIVE DIRECTOR

JENNIFER PASTORA  
EXECUTIVE DIRECTOR

Dear Residents, Families, and Associates of Byron Park;

Thank you for your continued support as we monitor the ongoing Coronavirus situation. In support of the latest Local/State/Federal guidance, we are making the following changes to our operations (effective immediately):

Aligned with Federal Guidelines, we are restricting ALL visitors except as follows:

- “Compassionate” visits (only in instances of end-of-life)
- Individuals directly providing essential health services

These visitor restrictions prohibit family, friends, clergy, Salon and other personal services providers, Private Duty aides, entertainers, and all other individuals deemed “non-essential” at this time. We apologize for the impact this may have on your “normal” visitation frequency, and we appreciate your support of our desire to prioritize the health of our residents. Once environmental conditions dictate, our standard practices will be re-established.

The safety and health of our residents is critical, and in addition to these visitor restrictions we have implemented the following additional actions:

- Daily monitoring of associate and resident health (for fever & cough). Please take note the CDC recommended threshold for a fever has been lowered to 99.6.
- Due to the closure of the dining room our room service remains complimentary until further notice. No changes have been made to your standard meal packages. If an Independent living resident would like to add a 3rd meal option, please contact Elaine Hall or Ricardo Romero.
  - Breakfast menus will be placed in the iron mailbox outside resident apartment doors nightly. All menus will be collected by 5:00am. Due to high call volumes and our strive for excellent service we ask for your cooperation in completing the menu form and place it back in your mailbox no later than 5:00am.
  - Lunch and Dinner Entrees will remain as posted on your weekly menu calendar. We will be utilizing disposables and going door to door with a cart of all 3 entrees for your choosing. The left side of the menu has been suspended at this time. We will continue to provide substitute options for food allergies. In addition to the posted menu we will have a selection of premade sandwiches and salads to choose from. We will also have fruit, ice cream bars and pre poured refreshments. Red and White wine will continue to be offered at dinner.

- We will also have a daily refreshment cart go door to door with refreshments prepacked or poured.
  - Lunch service delivery starts at 11:30am
  - Dinner service delivery starts at 4:30pm
  - To be fair we will be alternating the apartments we start at every other day. For example, Wednesday we will start on the South side of the building and on Thursday we will start at the North side of the building.
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- We have reduced the number of residents at wellness events to less than 10 individuals. We are also requiring the practice of social distancing which requires a 6-foot clearance between individuals.
  - Increased sanitizing and cleaning throughout the community (especially in high-traffic and high-touch areas).
  - It is mandatory for all associates and essential visitors to wash their hands upon entry to the community and complete our entry screening process.
  - Transportation is strictly limited to medical appointments. As a note we do not transfer residents to the Emergency Room and in some cases based on your symptoms we will not transfer to Urgent Care.
  - We will have a drop off station outside the front door (center of roundabout) for family members dropping off supplies in a hurry. Byron Park team members will deliver all packages and will be practicing additional sanitation measures as they deliver. We will have designated times for deliveries and unless it is a critical package such as medication or incontinence/grooming supplies we are unable to deliver packages outside of our set windows. This is due to the high volume of packages, calls and enhanced screening process needs at the front desk. Packages will be delivered twice a day starting at 1:00pm and 4:00pm.
  - Despite our enhanced restrictions and recommendations during this time there are still essential day to day operations that need to occur. For this reason, we have dedicated two meeting rooms that will have an enhanced sanitization protocol. The private dining room and private living room located on the 1st floor will not be available for resident use until further notice.
  - An updated wellness calendar that practices social distancing in addition to in room wellness opportunities will be published community wide by Friday. Any wellness activity that does not allow for a 6-foot clearance will be cancelled.
  - Communication Avenues for Operational Updates:
    - Touch town will have a ribbon for urgent changes and slides for pertinent information.
    - Written communication about any changes will be delivered to every resident apartment via the iron mailbox outside their apartment door.
    - Emails will be sent to residents and family members in our data base the same day as the written communication is distributed. If you are unsure if we have your email or would like to add someone please contact the front desk at 925-937-1700 or email [bpreception@kiscosl.com](mailto:bpreception@kiscosl.com). Please note our preferred communication for updates to contact information is email. We will be sending prepopulated typed emergency contact forms in our April statements. We are requiring an updated emergency contact sheet to be completed and returned no later than 5/1/2020.
    - We are working on an automated voice messaging call system. This feature will be in place by Monday. We have all resident and responsible party phone numbers in our database, if you

would like to add an additional number or change the number on file please call the front desk at 925-937-1700 or email [bpreception@kiscosl.com](mailto:bpreception@kiscosl.com).

- Our website and Facebook will have a banner when a critical update or a change in status is made.

We will continue to monitor the latest news and guidance and will keep you informed of any additional changes. Our goal is to provide exceptional service and creative ways to support each other during this challenging time. We highly encourage “virtual visits” and will do our best to assist residents with any technological challenges (phone, email, Skype, FaceTime, etc.) so that you can keep in touch while keeping them safe!

Thank you for your support and understanding, please let me know if you have any concerns or questions.

Sincerely,

Jennifer Pastora  
Executive Director  
Byron Park

#### ADDITIONAL RESOURCES

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>