



A MESSAGE FROM THE EXECUTIVE DIRECTOR

DONNA DANIEL-HERR
EXECUTIVE DIRECTOR

Dear Residents, Families, and Associates of Cypress Court;

At this time we have made the difficult decision to place our residents into full quarantine residing in their apartments. 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)
- Increased sanitizing and cleaning in between dining times and throughout the community (especially in high-traffic and high-touch areas)
- All meals are being delivered via room service, breakfast, lunch and dinner to residents
- Residents may only leave the community for medical appointments
- All activities have been suspended however we are organizing lobby camera bingo as well as printing puzzles and trivia for our residents to pass the time
- While we ask that family not visit, family may drop off groceries, prescriptions etc. to the lobby which will be promptly delivered

We continue to monitor the latest news and guidance and will keep you informed of any additional changes. During this time, we highly encourage “virtual visits” and will do our best to assist residents with any technological challenges (phone, FaceTime, etc.) so that you can keep in touch while keeping them safe!

Thank you for all of your support. Please let me know if you have any concerns or questions.

Sincerely,

Donna Daniel-Herr
Executive Director

Additional resources:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
<https://epi.dph.ncdhhs.gov/cd/diseases/COVID19.html>