COVID-19 Community Protocol Update

March 18, 2020

Dear Residents, Families, and Associates of Woodland Terrace:

Thank you for your continued support as we monitor the ongoing Coronavirus situation. The health and wellbeing of our residents, associates, and their families are of utmost importance and priority to all of us. Based on your valuable input and after thoughtful review, we have come to decision that we must institute restrictions for ALL visitors, effectively immediately.

Aligned with Local/State/Federal Guidelines, the only exceptions to our visitor restrictions include:
• “Compassionate” visits (only in instances of end-of-life)
• Individuals directly providing essential health services

We know that you share in our concern for the protection of our residents and appreciate your support in prioritizing the safety of the community. While 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 encourage “virtual visits.” We apologize for the impact this has on your “normal” visitation frequency and look forward to welcoming you to the community, once environmental conditions allow.

The safety and health of our residents are always at the forefront of all we do. As such, we have put the following additional measures in place:
• Daily monitoring of associate and resident health (for fever & cough)
• Independent Living Dining Room and Vera Spring (Assisted Living) Dining Room are closed for dining. Dining department will deliver all meals to your room (no delivery charge)
• Reduced number of residents at Wellness events to less than 10 (practicing social distancing)
• Increased sanitizing and cleaning throughout the community (especially in high-traffic and high-touch areas)
• IL Housekeeping suspended, urgent needs only
• Arboretum (Memory Care) Dining and Wellness operations will continue with an increased focus on sanitizing, cleaning, and social distancing where possible
• We have created a “drop off” table outside our Independent Living building and the Vera Springs/Arboretum building. This allows families to drop off supplies, packages, etc. without needing to enter the building. We can then deliver the items to residents. Please call us when you plan on dropping items off, so we are prepared.

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! We are working on plans to provide that virtual communication for residents who do not currently have that capability.

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

Sincerely,
Matt Towler
Executive Director

ADDITIONAL RESOURCES