

# SAINT ANNE'S TERRACE MEMO

**TO:** Residents, Families and Staff

**FROM:** David Brooks, Associate Director

**DATE:** March 13<sup>th</sup>, 2020

**Subject:** Prevention of Coronavirus (COVID-19) at Saint Anne's Terrace

As most of you are aware from our past communications, we are having enacted some COVID-19 protocols to try and prevent the spread of the virus.

**Effective Immediately:**

- Group Dining has been cancelled until further notice. We will be delivering meals to your apartment
- We are encouraging all residents to use delivery services such as Shipt, Instacart, and Amazon. We are available to help teach anyone who needs it, and we urge you to come downstairs and utilize Apple Annie's anytime M-F between 7am to 3pm

**Effective Saturday, March 14<sup>th</sup> at Noon:**

- No visitors will be permitted at Saint Anne's Terrace. The only limited exception will be those on hospice
- We also ask all residents to remain on the community grounds unless they need medical care. Upon returning, residents will have their temperature checked, required to use the hand sanitizer available at the desk and we will sanitize any assistive devices (canes, walkers, wheelchairs, etc.)
- All staff, independent health care providers, vendors, couriers and contractors are required to go through our screening procedures each time they enter our buildings
- To help residents and families communicate, our team is currently working on a plan to help residents connect virtually with loved ones. We also have been on the phone throughout the day to make families aware of the situation.

We understand that this will not be easy for our community. We understand that the temptation to leave our campus and stay at the home of a family is great. If you decide to do this, we are asking for you not to return back to the facility for 14 days. Please remember that when you leave the building you have the potential to bring back to your fellow residents the virus. We will continue to update you as soon as we enact any changes and are putting all the most current information on our website for families to stay informed. Please let us know if you have any questions or concerns.

*David Brooks*