

March 26, 2020

Dear Staff, Nurses, Aides, and Therapists,

As we go through this challenging time of pandemic fear I want to thank you for all you are doing to protect our loved ones at Forest View Health Care Center at Springhill.

My mother is in your care and it has been very difficult for us to be separated from her. My sister and brother were usually there every day and when I was in town I would be there also. Now we have to leave her in your good hands. It is frightening not knowing when we may be able to see her again.

Because Mom's hearing is very challenged and she is a stroke patient we can't just pick up the phone to call her, she can't manage that alone.

My sister has been able to Face Time with the assistance of an aide and we are grateful for that very important connection. We don't know how much Mom really understands about what's going on, she just knows that we are not there.

Please reassure all of your residents that they are not forgotten.

Thank you all, especially the aides who have the most personal contact. Not only do you have yourselves and your own families to worry about, now you are "family" to those loved ones that we are cut off from. I have always admired the work you do caring for this population that is so in need of daily help. But now you are the emotional and psychological support as well.

You are literally on the front lines, protecting the boundary between the residents and the outside world. Thank you for your hard work, your patience, your kindness, and your continued carefulness!

*A Grateful Family Member*