

*Let Your Life Shine...Brighter Together!* ✨  
**NORMANDIE  
RIDGE**

an Albright Care Services Retirement Living Community

April 13, 2020

Dear Family Member/Responsible Party:

I want to start by thanking you for your patience and understanding during these trying times. I'm writing to you today to give an update on the restrictions for the campus.

From the earliest days of this health crisis, we have followed Centers for Disease Control & Prevention (CDC), Centers for Medicare & Medicaid (CMS) and state and local direction. We are also fortunate to be part of a larger organization, and have worked collaboratively with the Asbury Communities Clinical Team to establish protocols and procedures designed for prevention of the spread of this virus.

For the general public or residents, the CDC now recommends the use of a cloth mask while continuing to maintain a physical distance from others of 6 feet. This cloth mask is primarily a barrier for protecting others from your respiratory moisture, such as sneezes or coughs. There are multiple websites for making your own masks and we encourage you view and make your own. While a cloth mask may be the recommendation, following the stay-at-home advisory and maintaining the appropriate distance is the better barrier, in addition to rigorous hand washing and the regular cleaning of your environment.

Normandie Ridge is providing each Independent Living resident with two medical grade masks, until cloth masks are secured and swapped out (if needed). We are currently giving out cloth masks as they continue to come in. All residents will have access to masks.

We have also closed one of the entrances from Kenneth Road to the campus, and set up a screening station there. This is to insure that everyone who enters the campus is screened appropriately prior to even getting to the main building, apartments or cottages. There are currently no visitors on campus at this time unless approved for certain care and end of life situations.

We are also asking that family member do not come to pick residents up to go off campus for visits. Each person that our residents are around poses another risk to others of exposure. We are asking residents to only leave campus at this time if absolutely necessary for food and prescriptions. We are able and willing to help families set up zoom, facetime or skype to be able to see your loved one.

Please know that every decision we have made and will continue to make is centered on a single guiding principle: to do everything we can to keep residents and Staff safe. Nothing

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matters more. There will surely be new guidance and more updates to come, and we will communicate with you in a timely manner.

Thank you for your patience and understanding during these trying times. As a reminder, you can go to [Asbury.org/COVID19](https://Asbury.org/COVID19) to learn more on how we're combating COVID-19. If you have any questions, please call our dedicated number related to COVID-19 at 301-250-2115.

Thank you,



Lauren R. Dieter,  
NHA Executive Director