

April 15, 2020

Dear Resident:

As we enter into mid-April, it's hard not to look back at all that has recently occurred. We continue to implement measures as directed by the Centers for Disease Control & Prevention (CDC), state and local departments of health and by the Asbury Communities Clinical Team. The health and well-being of all those who live and work here is our top priority, and we do not waver from that.

Here is a brief update and a few reminders on how we are addressing the challenges COVID-19 presents.

- **Staying updated on COVID-19:** There are currently no employee or resident cases of COVID-19 at Riverwoods. As a reminder, you can go to Asbury.org/COVID19 or visit RiverWoods.org 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.
- **Paying Your Bills at RiverWoods:** Many residents come to Gamber Office on Maplewood Drive to drop off payments for bills. Rather than entering the building, please leave your payment in the bin on the porch outside the main entrance to Gamber Office. The bin will be checked daily Monday- Friday.
- **Visitation:** Access to the Riverwoods Campus is limited to one entrance at Ridgecrest Circle. All foot and motor traffic will be monitored at this entrance. Only essential employees and personnel will be granted access to campus upon completion of a required screening process. Visitors are not permitted on campus until further notice. Anyone wishing to drop off items for residents will be required to leave them at the white tent at the screening area, where they will in turn be delivered by authorized Riverwoods personnel. Thank you for your understanding and cooperation.
- **Following stay-at-home orders:** Governor Wolf has made it clear that infections are increasing and, for your life and that of your neighbors, he has instructed us to STAY AT HOME. At Riverwoods, residents have access to deliveries for prepared food, groceries, pharmacy and other services to ride out this pandemic in relative comfort. Many routine medical appointments can be achieved through telehealth services. As this pandemic continues to spread, it is overwhelming the health care system. If you get sick, you are adding to the challenges that the staff at the local hospitals are facing. Based on current regulations, nobody will be able to visit you for the duration of your hospital stay. It's time to stay home unless absolutely necessary. Our health and well-being -- and maybe even our survival, and that of our neighbors -- depends on it.
- **An update on masks:** We continue to follow the guidance from the CDC, Centers for Medicaid & Medicare Services (CMS), and other state and local officials. As you may be aware, the CDC recently revised its guidance on masks and said that everyone should wear a cloth mask when in public.

* *Let Your Life Shine...Brighter Together!*
RIVER WOODS

an Albright Care Services Retirement Living Community

- **Please note these new drop-off procedures to ensure the safety of residents.**
 - Items may be left at the white screening tent at the entrance to campus
 - Life-sustaining packages only
 - No perishables items, like fresh fruit, vegetables, or items needing refrigeration due to the delayed delivery
 - No food or treats are being accepted for employees, though we thank you for your kindness
 - If at all possible, residents should use the on-campus **Albright Pharmacy** rather than offcampus pharmacy deliveries to ensure safe and quick delivery of all medications. For more information, or to transfer a prescription to the Albright Pharmacy, please call (570) 523-3108 or 1-877-575-4221.
- **Dining:** Our Dining teams are taking additional safety measures, having closed dining venues on campus, while providing safe, individualized meals to residents in their homes without additional delivery fees.
 - RiverWoods Dietary & Sodexo have put together a grocery bag program for our residents. Call 570-524-9314 or email Tony.Faulkner@albrightcare.org with your order. The bags will be ready between 2 p.m. -4 p.m. They can either be picked up at the front desk in Ridgecrest, or one of our team members will deliver to Garden Cottage residents when mail and meal deliveries take place.
- **Assistance with communication:** We are working with residents of our Skilled Nursing and Personal Care communities and their families to coordinate video calls through FaceTime or Skype or other tools. Please email Nicolle.Steiner@albrightcare.org if you'd like help in scheduling a call with a Nursing Care resident, or Tammy.Speece@albrightcare.org for scheduling a call with a Personal Care resident.
- We are grateful for the efforts of donors in partnership with the Asbury Foundation to help with providing more tablets to help in these communication efforts. We are proud to share that more than \$32,000 has been committed towards this project across all Asbury communities.
- **Maintaining good health habits:** We continue to encourage social and "physical distancing" (maintaining 6 feet apart) for everyone's well-being, and share regular reminders on good health habits.

Have questions? Please call our dedicated number for questions related to COVID-19 at 301-250-2115. We have said it often; we will continue to say it: We are #RiverWoodsStrong, and together we will get through this challenge.

Sincerely,



Lennea Brown
RiverWoods Executive Director