

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

an Albright Care Services Retirement Living Community

May 20, 2020

Dear Residents and Family Members,

Earlier this month you received a communication from us about a path to reopening. In the communication (COVID: 19: Paths to Reopening), Albright Care Services President & CEO Shaun Smith stressed “reopening is not like turning on a light switch. Think of it as slowly turning up a dimmer switch. The process will take weeks, and months in some areas, as we adjust to a new normal.” As promised in the letter, I am now sharing more specific information.

As I have listened to different officials announce state reopening plans and begin to transition from “stay at home” to “safer at home” guidance, several common quotes have resonated with me:

- “Beginning to open does not mean we are safe from the virus or that the crisis is over.”
- “All of us, especially older and more vulnerable populations, should remain at home as much as possible, and limit our exposure.”
- “Each and every one of us has an obligation to exercise personal responsibility for ourselves, for our families, for our coworkers and for our neighbors.”

As residents and family members of Normandie Ridge, I urge you to take the obligation of responsibility for one another seriously. And I ask you to join me and the leaders of our community in our commitment to continue to make the health, safety and well-being of all who live and work here our highest priority. We all have a responsibility to support and protect each other.

We know that the restrictions put in place have been difficult, challenging and frustrating. We thank you for the sacrifices you have made as we navigate the uncharted waters of the COVID-19 pandemic. Communities such as ours must be guided by the many different plans and requirements placed upon us by numerous federal, state and local agencies. **Current measures and precautions within our community must remain in place, including no visitation on the campus.** Yet I can promise you the COVID-19 Command Center is working closely with me and the other Executive Directors as we consider phased in plans for reopening different services and functions on our campus. I commit to you that I will keep you updated on our planning and continue to communicate regularly.

Thank you for responding positively to our call-to-action to wear masks. This is an important building block for reopening our campus. Masks must always be worn outside of your personal residence, including in all buildings on the campus. You should also wear your mask outdoors when someone is within 6 feet of you. You should wear a mask when an employee is in your personal residence providing service, and staff are also asked to wear a mask. We recognize and understand that for some residents, a medical condition may make wearing a mask a challenge.

Precautions to take if you go off campus

As we all try to find ways to engage in Memorial Day traditions this weekend, I want to share the following with you. If Residential Living Residents choose to visit with family off campus we strongly urge you to follow these precautions:

- Wear a mask at all times and ask your family to wear a mask too. Remember, “My mask protects you; your mask protects me.” While you might not show symptoms, you could still be a carrier of COVID-19.
- Maintain 6 feet physical distancing between you and others and ask your family to do the same. Remember, “Farther is safer.”
- Practice good hand and cough hygiene, and make sure those around you do the same.
- Use hand sanitizer and clean surfaces around you with disinfecting wipes on a frequent basis.
- Stay home if you do not feel well, or if you have a temperature, and ask your family to do the same in order to limit the risk of transmission.
- Avoid any gathering of more than 10 people visiting together in the same location.
- Choose to visit outdoors in an area with fresh air, for example public: parks and backyard areas.
- Avoid buffet lines, for example at picnics, and wash your hands carefully before and after eating, and after touching any serving utensils that might have been used by others.
- Exercise caution in choosing to enter a private home and ask that if anyone has been in contact with someone who has tested positive for COVID-19 or anyone who has not been feeling well, to stay at home. Share with others that if they choose to not abide by your request, they put others at risk and that you may need to self-quarantine when you arrive back on campus for at least 14 days.
- Choose not to stay off campus for an overnight visit. If you do so, you may need to self-quarantine when you arrive back on campus for at least 14 days.
- Keep in mind the guidance of public health officials to limit your exposure if you choose to engage in activities and enter businesses reopening in the external community.
- Remember you will be screened as you leave the campus and screened again upon your return.

Hopefully by following these precautions, this added flexibility for family visits will bring you moments of joy and new memories in the coming days, and during this special weekend of honoring the men and women who died while serving in the U.S. Military.

Looking ahead to more reopening plans

During the month of June we plan to share news on opportunities for on campus Residential living family visits in designated areas that will be designed to limit exposure and transmission to others living and working on the campus. We also plan to share some information on the reopening plans for beauty/barber services, the woodshop, the wellness center, and dining venues, for example. It is important to note that our dining venues are not considered restaurants and our wellness center is not considered a gym like in the external community. Therefore, these areas will not be reopening on a similar schedule.

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As we continue on the path to reopening, it is important to remember that if we begin to experience an increase in suspected and/or positive cases of COVID-19 we may need to return to previous guidance, just as health officials have shared for citizens in general. We serve one of the most vulnerable populations on our campuses and it only takes one exposure to potentially infect a large number of residents and staff. As per the slate reopening plans we must continue to keep safeguards in place while slowly turning up the dimmer switch.

For family members, we want to remind you that you can reach out to the following staff members to discuss essential visits and to set up “virtual visits.” For Skilled Nursing residents, please contact Stacey Hawkins, NHA, by email at Stacey.Hawkins@albrightcare.org or by phone at 717-718-0993. For residents in Assisted Living, please contact Amanda Woods, PCHA, by email at Amanda.Woods@albrightcare.org or phone at 717-718-2908; for Independent Living residents please contact Robin Halcomb, RN Wellness Nurse, by email at Robin.Halcomb@albrightcare.org or by phone at 717-718-2901.

I also want to share with you that the PA Department of Health recently shared an interest in all health care center residents and staff being tested; however, they have not indicated how testing materials will be supplied. Testing will be coordinated and performed by clinical resources from Asbury Communities in conjunction with Normandie Ridge leadership.

Our promise to you

We still have miles to go on this path to reopening. The leadership team of Normandie Ridge and I promise to:

- Do all we can to keep those who live and work here safe
- Do all we can to make each day special
- Do all we can to meet the individual needs of you and your loved ones
- Do all we can to share information and reopening plans with you
- Do all we can to provide flexibility when possible

We ask that you join us in these promises as we fulfill Albright’s mission to “let your life shine.” Thank you for your understanding, cooperation and the shared sacrifices being made. We are all in this together; and we will get through this together. We are #AsburyStrong.



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