

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, our families, our co-workers and our neighbors.”

As residents and family members of RiverWoods, I urge you to take the obligation of responsibility for one another seriously. 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, please stay at home. Share with others that if they choose not to abide with your request, they put others at risk and 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. 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 state reopening plans, we must continue to keep safeguards in place while slowly “turning up the dimmer switch.”

For family members of Personal Care and Health Care Residents, we want to remind you to contact Melissa Bowersox at 570-522-3907 for Health Care residents and Tammy Speece at 570-522-6204 for residents in Personal Care to discuss essential visits. Virtual visits can be scheduled by contacting Nicolle Steiner at the Health Care Center at 570- 522-6257, or by calling Tammy Speece for Personal Care at 570-522-6204. Please let us know if you have any special requests regarding your loved ones, and we will do our best to work together with you.

Here are a few items I also want to lift up:

- We are permitting window visits in all levels of living.
- We continue to offer basic housekeeping services through our Enhanced Services Department.
- Small outside group exercise sessions are now being offered (weather permitting, and with masks and the required social distancing). Please call 570-522-6176 to schedule.
- We encourage walks on our beautiful trails and walkways (again, with masks and social distancing).
- 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 RiverWoods leadership.

## Our Promise to You

We still have miles to go on this path to reopening. The leadership team of RiverWoods and I promise to continue 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.

Sincerely,



Lennea Brown, NHA  
Executive Director  
Lennea.Brown@AlbrightCare.org  
(570) 522-6232