



A Message from the Executive Director

Nov. 24, 2020

Dear Residents & Family Members,

On behalf of the leadership team here at Normandie Ridge, I am grateful for your extraordinary efforts to keep our wonderful community as safe as possible during this pandemic. Now, as much as ever, we must not waver in our commitment to following the precautions and safety measures in place that help us minimize the spread of COVID-19.

As you may be aware, the positivity rate of COVID-19 has risen steadily in recent days and weeks, and the key metrics that the state of Pennsylvania tracks have worsened considerably. There's a quote we've shared before, and it's especially appropriate to share again: *"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."*

In light of the challenges we see now, and of those still in front of us in dealing with the pandemic, I once again urge you to take the obligation of responsibility for one another seriously.

For us here at Normandie Ridge, we are issuing a new directive in an effort to

continue to be proactive in our responsibility to keep residents and associates as safe as possible. Thank you to Independent Living residents for utilizing the self-monitoring checklist, and thank you for following our new screening procedures that began Monday. [Click here to view the original message](#) about our new screening process.

In addition, if an Independent Living resident chooses to leave our community for a Thanksgiving celebration to join friends and family, the resident will be required to self-quarantine for 14 days upon return. Residents may have up to two visitors at a time for a maximum of 2 hours. In addition to our new screening process that also applies to visitors, guests from outside our state seeking to visit Independent Living residents will need to demonstrate a negative COVID-19 test completed in the last 72 hours to be able to visit a resident's home. Please remember that common areas in our community continue to be off limits to visitors. Guests planning to visit are encouraged to carefully follow our [website for up-to-date information](#). Families of Independent Living residents are encouraged to arrange for video chats and window visits over the holiday weekend. Please contact Enhanced Services at 717-718-1022.

The Personal Care neighborhoods remain open to in person visits at this time. The Skilled Nursing Center neighborhoods remain closed to in person visitation at this time. As soon as we are able to again offer in-person visits, we will share the information with you. Our teams are happy to arrange virtual calls so everyone will have an opportunity to connect with their loved ones. Please do not hesitate to reach out to us for assistance in setting up a virtual call by contacting the following associates:

- For Personal Care, please contact Amanda Woods, PCHA, at 717-718-2908.
- For the Nursing Care Center, please contact the Activities Department at 717-718-1026.

We are all looking forward to decking the halls in the coming weeks and to many celebrations and festive events that you'll learn more about soon! Our feelings of togetherness and community are so strong at Normandie Ridge. Despite COVID-19, we truly have so much to celebrate!

Thank you for taking these precautions seriously. While we all want to be together in person with our loved ones, keeping each other safe is more important. Thank you for your support, understanding, and all you bring to this community.

Sincerely,

Lauren Dieter, NHA MBA

Executive Director

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