

UPDATE IN REGARD TO CORONAVIRUS/ COVID-19:

To families of Heartwood Memory Care residents,

We have now been managing the threat of a Covid 19 outbreak at the community since early March of 2020. We want to thank you for your help and assistance during this difficult time. Our efforts have been successful however as no active cases of Covid 19 have occurred since it struck the South Courte of the building last year.

1. Outings will be beginning for the residents on our bus or van
2. Housekeeping continues to be a priority in the building daily: cleaning handrails and other surfaces multiple times a day, ordering of additional supplies, and installing additional hand sanitizer stations throughout the building. Our dietary department has been undertaking additional steps to make sure any item that enters and leaves the kitchen is thoroughly cleaned and sanitized. Care giving staff is sanitizing shared equipment, resident wheelchairs, treatment carts, charting devices, and other steps and tasks as needed.
3. Isolating the connection between the two side of the building is important to help prevent any potential for spread. We have restricted residents from traveling between the two sections of the building and are having separate activities for this reason. We have demonstrated that this stopped transmission of the virus between the two sections of buildings when we had the outbreak on South Court.
3. Staff are being tested regularly according to the County penetration of cases by order of the DSH in conjunction with OHA. This remains and ongoing practice.
4. All medical interventions are being conducted as usual with heightened precautions – trips to outside medical professionals are being done when possible using virtual appointments but when necessary are continuing a case-by-case basis outside of the building with the addition of PPE whenever it is possible for the resident to understand and comply.
5. Visitors have been restricted at this point to the guidelines outlined by CMS. New guidelines are being developed statewide depending on what phase of opening the community is in.
6. Heartwood was able to receive the first doses of the vaccine in the state and the first vaccination clinics were held last week. Most of the residents and staff received the first of two doses of the Pfizer vaccine. The next clinic will be held on February 3rd, 2021. WE look forward to the time coming soon when the vaccines are widely available for families as well. A big Thank You to Walgreen's Pharmacy partners for their help and staff to complete this wonderful step.

The staff at Heartwood realizes that these restrictions make it difficult for you to see your loved ones, but we also know that you understand that the care and safety of your family members is our main concern and priority. Once Covid enters a building we all experienced how challenging it becomes for staff and residents. All these precautions are being recommended by CDC, CMS, and State and local Health Authorities.

We are looking forward in hopes that all these measures will mean a better new year for 2021. We thank you for your understanding and will keep you updated as necessary.

Sincerely,

Administration and Staff
