

UPDATE IN REGARD TO CORONAVIRUS/ COVID-19:

To families of Heartwood Place residents,

We want to thank you for your continued patience as we adjust and adapt our response to this viral outbreak. We would also like to update you on the precautions and steps we are taking to keep residents safe at Heartwood Place

1. Outings, volunteers, and other scheduled activities that involve someone from outside of our building coming into it have been put on hold for now. We are adjusting our schedule as needed and fulfilling the needs and desires of our residents as best we can.
2. Housekeeping has stepped up their cleaning efforts: 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 our buildings, we have restricted residents from traveling between the North and South sides. We are hoping this will minimize any potential transmission of the virus (if it is found in our community) between the two buildings.
4. Staff have been instructed to stay home if they are showing any signs and symptoms of any illness. Staff are being monitored continuously and screened prior to assuming duties for any symptoms of Covid -19.
5. All medical interventions are being conducted as usual with heightened precautions – trips to outside medical professionals are continuing as normal and consulting teams are still reporting and providing care to our residents.
6. Visitors have been restricted at this point to the guidelines outlined by CMS.
7. Rolling out a “virtual visit” plan, encouraging social distancing and utilizing Face Time and Skype in order to combat social isolation and loneliness.

The staff at Heartwood Place 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 are our main concern and priority. All of these precautions are being recommended by CDC, CMS, and State and local Health Authorities.

As this situation continues to evolve and change, we thank you for your understanding and will keep you updated as necessary.

Sincerely,

Administration and Staff

Laurie A. Pomeroy
Executive Director
Heartwood Place Memory Care

