



Haven/Memory Lane/Rehab and Terrace Update to Residents and Responsible Parties/POAs.

March 26, 2020

We continue to appreciate the support and encouragement of the residents and family members that are part of the Valley View Retirement Community. As we have been saying, these are unprecedented times. We are closely monitoring the guidelines and protocols of the CDC, the State of Pennsylvania and others as we make difficult decisions. We understand the personal impact these decisions have on each of you. Please know the health and safety of everyone on campus is our primary concern.

Geli Losch, Senior Director of Resident Services and Nan Yeater, NHA, have provided the following information to keep you informed and provide answers to most recent questions:

What is the status of visitors to Terrace-Personal Care and HealthCare-Haven/Rehab/Memory Lane?

The policy put in place on March 13, 2020 remains, only essential visitors, those visiting residents at end of life and/or providing (Hospice) will be permitted.

What are some other ways to connect with loved ones?

We encourage phone calls. Our team has started a process for assisting with video calls through FaceTime or Skype. If you desire to schedule a call, please dial (717)935-2105 ext. 2080. Family members are also welcome to send flowers or balloons. We ask that food not be delivered unless it is small, individually wrapped, single-serve packages. When you have personal items that you would like to drop off for your family member or loved one, we kindly ask that you only use the main Haven entrance and no other entrances for the safety of our residents. Please pull through to the main Haven entrance, temporarily park, and place items on the shelving available directly inside the sliding door. Pre-labeling your items with the name and address/room number of the residents is expected to ensure proper delivery.

Are team members being screened?

Yes, all team members are being screened daily, prior to resident contact, using the criteria from CMS for respiratory illness. Temperatures are checked.

How is the campus preparing for COVID-19?

We are preparing in many ways, including:

- Building critical staffing plans across Valley View Retirement Community.
- Training team members not in direct care areas to help, if needed.

- Creating designated areas to care for residents with symptoms

Are residents in Terrace and Haven/Memory Lane/Rehab required to stay in their rooms?

Residents are currently staying in their neighborhoods/wings but not necessarily in their rooms. We are working to keep everyone safe but we do not want them to feel isolated. Activities are being held in small groups with appropriate social distancing. If able, residents can walk outside. Appointments have been limited and we are looking at more Telehealth options. The beauty salon has been closed.

What about Dining?

The dining program has been modified to minimize the risk while providing a supportive and safe dining experience for residents.

Residents are receiving meal service delivered to their room for those who are able to eat unsupervised in their rooms. Those in need of assistance are being helped and receiving personalized attention.

How is laundry being handled?

For now, we feel we need to do all laundry on-site.

A few things to share...

This is a fluid situation and any of the information shared today could change at any time. We will continue to communicate as often as possible. Please visit Valley View's website for pertinent updates as well as calling the main number (717) 935-2105 and press (9) for recorded updates.

Contact Geli Losch, alosch@vvrconline.org, Nan Yeater, nyeater@vvrconline.org or Nicole Sarver, nsarver@vvrconline.org with questions/concerns or call 717-935-2105.

This situation has afforded us the ability to interact with residents in different ways. Team members have expressed appreciation for the more focused time they are getting to spend with residents and residents have expressed gratefulness for these new encounters and exchanges as well.

We thank you in advance for your ongoing understanding and cannot express enough how much it means to be a community lifted up in prayer.

Respectfully,



Nicole Sarver, CEO