



## Valley View Team Member Update

March 27, 2020

Recognizing it has been two weeks since we started adjusting internal processes related to visitation, activities, and meals, I felt it important to send a message containing some additional updates but most important to *thank each of you* for everything you are doing. This pandemic has had profound impact on our world and has changed life across the Valley View campus. I commend each of you for how you are navigating it as I recognize, and do not wish to minimize, pressures you may be experiencing at home as well.

I thank you for hearing the important message of social distancing and staying home with loved ones rather than venturing out on your free time in efforts to “flatten the curve” and to reduce the spread of this virus. The decisions we make after work and the number of possible people we meet has a direct impact on our ability to not pick it up and to potentially spread it to the most vulnerable population, the residents we serve.

We continue to receive direction from CMS/DOH/and the CDC that we should be limiting the amount of team members interacting with residents as every contact carries with it a certain level of potential risk. For this reason, we are in the process of adjusting the business office, beauty shop, pastoral ministries, and admissions department. These adjustments would be consistent with what each of us is experiencing in our life outside of Valley View, (on-line worship services/closing of beauty shops, adjustments at banks/grocery stores related to protective shields/barriers between you and the cashier/attendant). We are following the same practice and as we do so, we want to creatively think of ways these individuals can continue to serve. We do not intend to tell someone we have no work for him or her, as there is much to be done daily to ensure the smooth operations of our community.

### **Additional ways our campus has/is preparing for COVID-19:**

- Visitation to residents is still not permitted unless it is for end of life care.
- Establishing staffing patterns by department that promotes continuity in each of the resident areas.
- 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 and developing a first response care team

Today, we will begin distributing letters to every team member that states you are an essential member of the team at Valley View. Should there be any type of restrictions imposed for travel in the future; the letter would be used to show others that you should be permitted to travel to

and from Valley View. I encourage you to keep this letter in your glove box of your car and have your identification/name badge to show them as well.

Finally, our goal next week is to have every team member wear a mask while on campus. As you heard on the news, supplies are limited across the United States. We have several individuals volunteering to make masks for us. As we receive them, we will be handing them out to team members. This line of defense is yet another preventative step in efforts to keep one another and the residents safe.

I cannot thank you enough for your daily demonstration of love, care, and compassion to the residents who call Valley View home. I pray for you and your family during this time as well.

Respectfully,

A handwritten signature in black ink that reads "Nicole M. Sarver". The signature is written in a cursive style with a large initial "N" and a long, sweeping underline.

Nicole Sarver, CEO