

# Coronavirus Disease 2019 (COVID-19): Supporting Your Loved One in a Long-Term Care Facility

We recognize the hardship that our residents and families are experiencing right now due to COVID-19.

As part of our facility's commitment to protecting residents, families, and staff from serious illness and complications, we are continuing to follow guidance from the Centers for Medicare & Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC), and will provide families with regular updates regarding our facility's COVID-19 status and visitation policies via phone and email.

We remain committed to helping residents stay connected with their families and loved ones. We would like to work together with you to make this possible. Below are some ideas on how to keep in touch if you are unable to visit in-person, and ways we are supporting communication between our residents and their families:



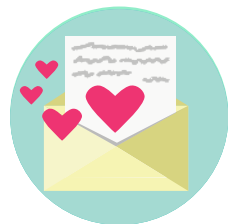
## **TECHNOLOGY** for more frequent video chats, emails, text messages, and phone calls.

We are teaching residents to use video chat applications (such as Skype and FaceTime) and will help read emails or texts on personal devices if needed.



## **VISUALS TO EXPRESS CARE.** For example, ribbons around trees or benches, planting flowers outside, or outdoor posters and banners to show support.

We will work to designate areas to place these visuals and safely take residents outside to show them these symbols of your support.



## **CARDS AND LETTERS** with messages of support and updates on family members.

We are supplying paper, pens, envelopes and postage for residents to easily reply. If needed, we will write replies dictated by residents.



## **CARE PACKAGES** that could include items such as photographs, cards, drawings, snacks, and entertainment (such as books, magazines, and puzzles).

We will establish a system for care package drop-offs that is safe and does not require entry into the facility.



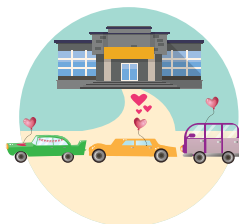
## **RECORDED VIDEO MESSAGES** to share via email or text message, if live-video chatting is not feasible.

We will help record outgoing messages and share incoming messages with residents.



## **DEDICATIONS** on the in-house cable channel and intercom system.

We can 'dedicate' songs or share anecdotes via the intercom prior to broadcasting a movie or playing music. If your loved one has a favorite song, poem, movie or television show, please let us know.



## **"VISITS"** through a glass window or a parade of cars.

We will make every effort to ensure residents are able to safely participate if scheduled in advance.

We encourage you to share additional ideas and creative ways we can work together to support our residents.

Please contact us with questions or suggestions:

