



March 19, 2020

To Family Members and Friends:

It is that time again to give you more updates on guidance regarding Coronavirus (COVID-19). We remain **without** any confirmed cases of COVID-19 in any of our facilities.

Our hearts continue to be warmed by the creativity that our families, friends and staff are using to allow our Residents to have communication and connection outside of the facility. We continue to follow the CDC and CMS guidelines and our previous restrictions remain in place and may for some time to come. As a reminder this includes the facility remains locked, visitor restrictions continue, all group activities remain cancelled, outings are prohibited, and communal dining is not allowed. The only exceptions are for certain compassionate care situations such as end-of-life. These exceptions will be handled on a case by case basis.

In accordance with CMS recommendations and the National State of Emergency, we cannot allow a Resident to leave our facilities for any non-essential needs, appointments or leaves of absence (LOA). We are aware many of our Residents utilize primary providers that requires a Resident to leave the facility for checkups or illness related visits. Telehealth is new alternative to onsite physician visits that has now been approved by the CMS. We will be in contact with our external physicians to attempt to set up telemedicine for our Residents who are not seen currently by our physicians who visit the facility. Our facility Medical Director and visiting physicians are considered essential staff and will continue to see Residents at the facility as always. We understand how important it is for your loved one to receive regular medical oversight and our Medical Director, DR Frazier, is available for any of our Residents to utilize if their physician does not come to the facility. If you would like your loved one to switch over to the facility medical director during this pandemic, please contact Rachel Kyle or Janell Dixon at 260-347-4374

Another change occurring based on recommendations is to provide therapy services in a Resident room instead of our therapy gyms. If a Resident needs specific therapy equipment located in the gym, we will take them individually to the therapy room and all therapy equipment will be cleaned and sanitized between Resident visits. We want to reassure you that any Resident receiving or needing therapy will continue to receive this service.

Please know all decisions are made with the greater good of our Residents and staff in mind. We cannot **THANK YOU** enough for your continued support and understanding during this difficult time! Your willingness to follow the restrictions in place are in part why our facilities continue to be free of positive COVID-19 cases.

We encourage you to continue connecting with your loved one through telephone (even outside their window), emails, texts, ecards, video chat or social media. You will be notified if any residents or staff are diagnosed with COVID-19. Weekly updates will also continue our facility website and Facebook pages. Should you have any questions, please feel free to contact our facilities directly.

At Your Service,

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