



Swiss Village, Inc.

CELEBRATE RETIREMENT... ENGAGE LIFE!

MEMO

TO: All AL, RL and IL residents
FROM: Rod Mason, Pres/CEO
RE: Update on visitation restrictions
DATE: March 16, 2020

Greetings resident family!! This communication will likely be the most difficult one that I have had to generate, and the most difficult one for you to read. However, I am assuming you have all been keeping in touch with the daily news and hearing the restrictions that continue to be placed upon the public, and, in specific, on facilities like the one in which you are residing. Tough times as we are experiencing through this COVID-19 Pandemic call for tough protective measure! And... we have been given new and even tougher restrictions from CDC and Department of Health officials to which we must adhere. I apologize for how this is going to very personally impact your very lives, but we are also committed to you – each one of you – to help mitigate the crisis and make sure that your every need can be met!

To that end, however, please find the following new restrictions and guidelines:

- **Visitation to the Healthcare Center** is now totally off limits. Please refrain from entering the Healthcare Center (unfortunately, even spousal visitation is restricted) until further notice. Very, very minimal exceptions will be granted and those will only be for certain care moments and only if you have chosen to adhere to the non-travel limitation that we must now employ. If you leave this building for any reason, you may not enter.
 - **North Campus residents** will now also be restricted from entering the South Campus for any reason, just as the visitors have been prior to today. We know that you are our residents, also, and our care commitment extends to assuring you of our continuing same commitment to that care! If you need ANY assistance at all, we are a phone call away! For anything.
 - **Maintain social distancing** in all things that you do! Refrain from group gatherings any larger than 10 and if you find yourself in such a group, please keep six feet apart from others around you, thereby maintaining social distancing. Dining for residents will begin to take a different form, now, as well, as we begin to respond to our requirement of “no communal dining”. In all dining areas we will be spacing you out so that not more than two folks are at any table. This may lead to asking you to dine “in shifts”, and not with all of the same folks you have been enjoying at your table recently. And we have removed coffee and hydration stations throughout the building. Simply report to the Café and we will help you with that need.
 - **Stay in your apartment/duplex.** Also, we ask you not to host any visitors – and this includes, unfortunately, even your grandchildren. Do not go out. If you need groceries or pharmacy we can take care of that for you. Call over to the main number and we will take your order, place your order, pick it up and pay for it for you, and then we will bill your monthly account. PLEASE help us help you!!
 - As of this evening, **Muselman Wellness Center will be closed** until further notice. We appreciate your understanding of our steps taken here as such venues are known to be one of the worst areas of active spread!
 - **Beauticians and Barbers** are now not coming to the facility. We are sorry, but this is a must.
- Folks, these are extraordinary times and we ALL must now take this quite serious in an attempt to “bend the curve” of spread that we are seeing in other countries and States! With your help and persistent attention, and adherence to the guidance we are hearing and policies we are setting, we can limit the germ from establishing foothold anywhere nearby! And hopefully life can restore to normalcy in the not too distant future. If you have ANY need at all, please call us immediately. Thank you for your understanding!