

## MEMORANDUM

Date: March 11, 2020

To: TLRC Residents and Employees

From: R Kevin McFeely, President & CEO

Re: Changes to Routines

As we are complying with recommendations and requirements from the Department of Health, CDC and the Governor's Proclamation, lots of questions, concerns and ideas are coming at us rapidly. We understand this may be inconvenient to staff, residents and visitors, but the health and welfare of residents is our main priority. We have now implemented the following practices until further notice:

- Chapel Service will now be conducted over the intercom until at least Monday, March 16<sup>th</sup>.
- Visiting hours have been implemented from 8:00 a.m.-8:00 p.m. for the Health Center and Assisted Living/North Ridge.
- The Gift Shop will be closed until at least Monday, March 16<sup>th</sup>.
- The All Staff meeting has been canceled for March, but we will announce the Employees of the Month on Thursday, March 12<sup>th</sup>. All those receiving Service Awards will be notified at the April 9<sup>th</sup> staff meeting.
- Visitors are not permitted to roam the halls or visit the café. They must limit their visit to the resident's room for which they are here to see.
- While it has been recommended by our Medical Director that all staff be administered Tamiflu, employees can opt out.
- Independent Residents are able to come to the main building and visit the Harbor Café but are not able to enter the Health Center unless they have been cleared to visit a particular resident.
- Do not allow staff, vendors or visitors through any door other than the Main Entrance! All persons coming to the building **must** be screened as per the Governor's proclamation.
- The Mortvedt Center will be available for use by Six-Plex and Independent Apartment Residents.

I recognize there may be wait times at the front desk while everyone is being screened. Please do not yell, make nasty or derogatory comments to the Receptionists. They are performing their duties as prescribed by law and TLRC protocol. There will be times when the line of people trying to enter the building is long. Please exercise patience and understand that the Receptionists are working as quickly as possible to screen you and make sure the information is recorded as we have been mandated to do. Again, this is being done to protect the health of those we serve, our residents. If you have a concern with this process, please feel free to share your concern with any Department Director or myself.

Thank you for your help and understanding in working through these ever-changing processes. Compliance with these protocols will make sure this situation is resolved quicker.