Dear Resident Friends and Families,

Please forgive me for sending this email out to you after sundown on the sabbath.  I was unable to send an update yesterday, and did not want to increase your anxiety by waiting until Monday for an update.  As this week comes to an end, we have continued to see an increase in COVID-19 cases in Delaware.  Here at KSLC we continue to increase and intensify our measures to prevent entry of the virus into our residents’ home.  The impact this pandemic is having on our community outside of KSLC is astounding.  For those of you who have friends, families, or colleagues who have fallen ill from the virus, we send you strength and hope for their full recovery.

**Residents’ Health**

* I am happy to report that as of today we continue to be free of any COVID-19 cases!
* New admissions, and those going into the community for essential medical services, continue to be housed in only one wing of the building.
* All residents are being monitored daily for temperature, heart rate, respiratory rate, blood pressure and oxygenation levels.  They are also being screened for a dry cough, shortness of breath, and body aches daily.
* We are in close contact daily with the Department of Health and Social Services and we are following the guidelines of the CDC, DPH and WHO for resident testing.  Thankfully, to date, none of our residents have met the established criteria for testing.
* To dispel any miscommunications, residents are not quarantined to their rooms.  Residents are free to visit the Activities department, the lobby and other areas of the facility.  However, we do encourage them not to hold hands, hug, and to maintain the 6 foot physical distance recommended by the CDC and others.  We have restricted them from dining together in the Main Dining Room.
* Many residents enjoyed the temperate weather on the outdoor patios off the Activities Room and the 200 and 400 Lounges, as well as in the courtyard.
* We are attempting to keep TV channels off the News stations to prevent anxiety in the residents.
* Yesterday, our Dining colleagues created a “Good Humor Cart”, music and all, and delivered ice cream cups to the residents throughout the building.  The residents and staff both enjoyed the ice cream and told stories of their Ice Cream Man memories.  A special thanks to Nicole Cady, Dining Director and George Black, Facilities manager for facilitating this wonderful snack and activity.

**Prevention Measures**

* The management team at KSLC is meeting via ZOOM daily to ensure effective campus communication, which ensures the safety and health of our residents.
* We continue attempting to obtain personal protective equipment for the staff.  We have received limited supplies, but so far, we have not run out.  We are rationing the PPE we do have to ensure its availability until the supply chain opens up.
* Activities staff continues to meet with residents 1:1, and today took around the commissary cart, which the residents thoroughly enjoyed. One resident purchased 3 bags of snacks, so food hoarding is happening here too!  Movies and trivia continue to be a big hit, while maintaining our physical 6-foot differences.
* Shared medical devices are being sanitized between each patient use.
* Monitors are occurring to ensure these devices are being sanitized and hands are being washed.
* Housekeeping continues to clean high touch areas several times daily.
* We have received several requests from families to bring in food, drinks and flowers.  After a lengthy discussion with the management team, we agreed to restrict any such items from being delivered to the campus.  I have asked our Activities staff to find out what types of snacks/candy residents would like and our Dining Director will order them in, at no cost to the residents, for their noshing pleasure.  Our residents are currently healthy and safe, and we want to keep them that way.  Please understand we made this decision for their safety.
* All KSLC staff have received a letter to carry with them should a “Shelter in Place” order be enacted in either their home state or Delaware.  This letter states they are essential personnel and would allow them to travel to KSLC, preventing any staffing issues.
* Due to the increase in Laundry, as we are cleaning all residents’ laundry during the pandemic, resident clothing is taking a bit longer than normal to return to their rooms.  Please encourage your resident to be patient, and if they are in desperate need of an article of clothing, they can ask the nursing staff to find it for them.  We will certainly attempt to accommodate them.

**Resident Electronic Visits**

* In my last email I reported that 8 tablets had been purchased to enable our residents to have zoom or face time meetings with their families and friends.  Yesterday, Unidine, our Dining Company donated 4 more tablets, and one of their regional directors personally donated 2 more.  Today, 3 of the 14 tablets arrived.  I am attaching here a “SignUp Genius” link for you to select a time to visit electronically with your resident via these tablets.  We will begin on Tuesday, and each visit will last no more than 10 minutes.  Please be sure to be available to meet with your resident at your selected time.  I hope this works well for everyone.  Thank you so much to our Board Member, the Auxiliary, Unidine, and their Regional Director for their generosity and kindness for our residents.

<https://www.signupgenius.com/go/805044AAEAA2BA4FC1-kslc>

* I would like to try a Facebook Live chat to give you a live update and answer your questions in real time. I have never done a live chat before, but hopefully this will work.  We will hold the chat on Wednesday, March 25th at 4:30 pm.  If you have not already gone to our Kutz Rehabilitation and Nursing Facebook page, please do that now and like the page.  I am told if you go to the page on Wednesday at 4:30 you should be able to join the chat.
* We are encouraging residents who wish to observe the sabbath to do so electronically via one of the following websites:
  + [www.bethemeth.org](http://www.bethemeth.org)                                    Reform – Beth Emeth
  + Bethshalomwilmington.org/cbslive           Conservative – Beth Shalom
  + <https://www.centralsynagogue.org/worship/live_streaming>     New York

**COVID-19 Information**

* Please visit our **KSLC Website** at [www.kutzseniorliving.org](http://www.kutzseniorliving.org) and click on the COVID-19 link.  Please also visit our **Facebook page**, Kutz Rehabilitation and Nursing, and like our page.  You will find many helpful resources, previous communications to residents and families, and links to the CDC, the DPH, and the WHO.  You may also go to de.gov/coronavirus for updates from the state.

**Your Health**

As you deal with the ever-changing news associated with COVID-19, as well as the physical separation from your loved ones, you may experience a need to reach out for support and assistance.  Our sister agency, Jewish Family Services (JFS) has offered their help. Much like the Kutz Senior Living Campus, JFS services those of all faiths and cultures, while embracing Jewish traditions and values.  JFS Delaware is here to help anyone who needs mental health support and services, especially during stressful times. Their compassionate and professional team, including licensed therapists and psychiatrists, is prepared to respond to the changing needs of our community; JFS accepts most insurance plans.  If you or a loved one is experiencing mental health concerns, including increased anxiety, please call JFS at 302-478-9411. And, JFS is ready and able to provide support remotely. For information and updates about JFS services, visit [www.jfsdelaware.org](http://www.jfsdelaware.org)**.**

**We Stay at Work for You and Your Loved Ones, Please Stay Home for Us!**

**#flattenthecurve**

Thank you for entrusting your loved ones with us.

Yours in service,

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