Good evening,

Today was a very exciting day for our staff and residents, as we began our Virtual Visiting with friends and families.  Despite a few kinks, all those who signed up for a call received one.  The residents were thrilled to see their loved ones “in person” virtually, and the same could be said of the families for the residents.  I want to assure you, the devices are being wiped off with disinfectant after each visit.  For those facilitating the calls, the excitement and emotions were overwhelming at times.  For instance, our Assistant Director of Nursing, Sam, helped one of our residents connect with her daughter.  He said it was “all smiles”.  The resident “could not stop smiling”.  After the call, the resident state “This was as good as a physical visit”.  Sam said “the whole experience was very heartwarming.”  Laura, from Activities, assisted one of our non-verbal residents connect with her daughter.  The resident was definitely making eye contact, and attempting to say something, which elated the resident’s daughter, who said, “Mom, I can tell you are looking at me.”  Laura was so very touched, with tears in her eyes when retelling me the story!  In all, 15 calls were made today. I would like to say a special thanks to Sam Gachahi for setting up the tablets and assisting with training the staff to make the calls.  Also Laura, Cindy, and Esther from Activities for making sure all appointments were kept.  And Afiya, one of our Restorative Aides, for helping residents reach their loved ones today.  Overall, it was a huge success.

Some kinks we are still working out include uploading Zoom to the tablets so multiple family members can be on the call at the same time.  Zoom meetings are going well at Lodge Lane, so we are hoping to get some pointers from the tomorrow.  Also, each family member should be making a call to their resident only 1 time per week.  Some family members have signed up for virtual visits several times a week.  Unfortunately, right now, we do not have the bandwidth for that, and we want to ensure that all family members who want to visit have a chance each week.  Therefore, if you have signed up for more than one slot, please send me an email to let me know which one you would like to keep.  My hope is that will be your regular time to visit each week.  So if you virtually visited with our resident today, next week on Tuesday at the same time you would visit with them again.  I realize a weekly visit is tough, but I am hoping as we get better at this we will be able to increase the frequencies for everyone.  For now, I want to be sure everyone has a chance.  Thank you in advance for understanding.  If you have not already signed up for your virtual visit, it is not too late.  Please use this link to sign up, including your name, the name of our resident, and your cellular phone number in case we need to contact you <https://www.signupgenius.com/go/805044AAEAA2BA4FC1-kslc>.  Please be sure you download the Skype app to your device, and use your first and last name with a space in between as your account name.  This is how we will be looking you up for your call.  Lastly, if you were unable to download the Skype app, please let me know.  We do have 1 iPad that we can use to make Facetime calls if that is the case.  Currently, we have had 1 iPad tablet and 24 Fire HD tablets donated to us.  We have another 4 donated Fire HD tablets on the way.  We plan to use them so the residents can play games, puzzles, listen to music, read books, or have books read to them when they are not in use for Virtual Visits.  I would like to thank several people for these donations including:  Mark Kuller and Lori Barbanel for 4 Fire HD tablets and covers, The Kutz Senior Living Campus Auxiliary for 4 Fire HD tablets and covers, Matt Groux for 3 Fire HD tablets, Unidine Dining for 4 Fire HD tablets, Linda Quinn and Tanners Endless Love organization for 8 Fire HD tablets, Kristina Sigmund for 1 Fire HD tablet, and Nicole Cady, our Dining Director for 1 iPad mini.  Also, a special thank you to Nicole for talking to her organization and her friends (Matt Groux, Unidine, Linda Quinn, and Kristina Sigmund) which netted us 18 of the 26 devices.  I am overwhelmed by everyone’s kindness!

Today, a number of homemade masks were dropped off from Jewish Family services.  We are so grateful to them, as we continue to struggle in getting our personal protective equipment supplies.  Thank you for your kindness, time and generosity.  I would be remiss if I did not thank my Sister and Nephew for donating baby wipes and gloves to Kutz.  We are all speechless of the continued contributions of so many in our community.

We continue to remain COVID-19 free on campus.  All of our staff are arriving to work, despite some being stopped by police on the way in.  We are exploring ideas on how to play doorway bingo, and have doorway happy hours.  More to come once we figure them out.

Tomorrow afternoon, I would like to hold a Facebook Live chat.  As I said early this morning, I have never done this before, so please bear with me.  The chat will take place tomorrow, Wednesday, March 25th, at 4:30 pm.  Please make sure you have “liked” our Facebook page “Kutz Rehabilitation and Nursing” before the event.  If you do, I am told you will receive a notification that we are on live and to join.  If you have any questions you would like me to answer, please send me an email so I can be sure to have your answers in advance.  I will be reading the questions and giving the answers during our chat.  The chat is open to all in the community who care about KSLC and our residents.  Please feel free to join, and share with others.

Last Friday, I included links to some Synagogues who livestream services.  Today I am including some links to Christian services that are also being live streamed.  I hope this helps.

St. John the Beloved             <https://sjbde.org/>

Concord Baptist Sundays @ 11am       <https://www.facebook.com/concordbaptist/>

Methodist services         <http://www.simpsonde.org/>

Hope Methodist Church, Claymont     <https://www.youtube.com/watch?v=MI2OkWImlPY>

Lutheran         <https://stjohnsdover.com/sjlc2/streaming/>

Services around the country        <https://www.christianworldmedia.com/wordstream/live-service-guide>

Many religious listings     <https://6abc.com/6031846/>

**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](http://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!**

**Wash your hands, Wash your hands, Wash your hands**

**#flattenthecurve**

Thank you for entrusting your loved ones with us.

Yours in service,



Felisha E. Alderson, MSN, RN, LNHA, CRRN, NE-BC

Executive Director

Kutz Senior Living Campus

704 River Road

Wilmington, DE  19809

Falderson@kutzseniorliving.org

302-764-7000

302-377-2770 (cell)

302-764-1734 (fax)

