

CORONAVIRUS: HOLIDAY OUTINGS ADVICE RESIDENT/FAMILY LETTER

November 2020

To the People We Serve,

As we continue to fight against the COVID-19 virus, we have a difficult request for you and your family— We ask that you not plan to go out with your loved ones into their homes this holiday season.

We recently learned that the Minnesota Department of Health and the federal Medicare agency (CMS) are advising against residents leaving our site for holiday visits.

We know just how special the holiday season can be and spending time with family is what adds meaning to our celebrations. However, we need your help to protect our residents, our staff, and yourself during this risky time in the pandemic by limiting our contact with the broader community. As Governor Walz told us the other night, the COVID-19 surge is at a dangerous level in Minnesota.

By not taking your loved one home for a holiday visit, you will help us in protecting the health of everyone who lives and works at Crest View Senior Communities. One of the best things that you can do for your family this holiday season is to not gather in groups and keep everyone safe by wearing a facemask when you do.

This past year has been a challenge like no other and we deeply appreciate the sacrifices that you and your family have already made during these past months. The hope of a COVID-19 vaccine is promising, but until that time we all need to use extra caution to slow the spread of this highly contagious disease.

If a resident does choose to go to a holiday gathering outside of a Crest View Senior Community, the resident will need to quarantine in his or her room for 14-days after returning. This is a needed precaution because COVID-19 can be spread any time for two weeks after a person is exposed.

Even when being very careful and following all the guidelines, the risk of being infected when being out in the general public is high.

We have an obligation to support and protect the people we serve and our dedicated team of staff. We have equipped our staff team with the training and supplies, such as masks, gloves, and gowns, so that they can continue to provide safe, quality care, services, and support to our residents. We have worked with everyone in our community on meticulous hand hygiene and safe physical distancing.

At this time of Thanksgiving and Christmas, our team is grateful that you trust us to take care of you and your loved ones. Our Crest View Senior Community family is committed to keeping you connected during the holiday seasons.

I share this journey with you, as my mother-in-law is 101 years of age and this remarkable woman loves the holidays; however, this year will be different. We will not be able to gather with her in the usual fashion, but rather we will call her, send her flowers and chocolates, and find other ways to communicate with her in a meaningful manner. She lives in a care center in the community that she has lived all of her 101 years and we are grateful for the time that we have had with her and look forward to future holidays because by celebrating this one differently, we can look forward to future festivities.

We are working hard to have a variety of activities that engage the people we serve and are doing all we can to facilitate alternative means of communication between you and your loved one. If you have concerns or questions, please let us know. We know that this news may cause you concern or that you may have questions about what we are doing to keep everyone safe and healthy. Please do not hesitate to reach out to Julia Graupner (formerly Biehn), Senior Campus Administrator at Columbia Heights at jbiehn@crestviewcares.org or at 763-782-1606 or Holly Stange, Campus Administrator at Blaine at hstange@crestviewcares.org or at 763-762-8430 or you may reach out to me at sbarnes@crestviewcares.org or at 763-782-1645.

Blessings,



Shirley Barnes, President & CEO