

UPDATE: 3/18/20

Dear Families/Responsible Parties

As you know, family visitation was discontinued last Friday at 9:00 a.m. We'd like to assure you that at this time, all residents are faring well. Residents have no fever or symptoms of COVID 19.

The facility has had to institute many changes based on Federal mandates and resident preferences. They are as follows:

1. All employees are screened at the entryway at the beginning of their shift. Their temperature is taken and they are asked if they are experiencing any shortness of breath, have a new or changed cough, sore throat or have had any exposure to a potentially affected person. If they have a fever or answer "yes" to any of the questions, they are sent home and not allowed to work.
2. Healthcare providers, (i.e. lab, radiology, hospice), are screened at the kitchen entrance taking their temperature and using a screening tool similar to the one the employees use. If they have a fever or have answered the questionnaire in an unfavorable way, they are not allowed to enter the rest of the building.
3. We no longer have communal dining or activities in the dayroom.

Hot meals are delivered to the residents in their rooms. For residents needing assistance eating, their CNA is there to feed them.

Our activities staff is doing activities in the resident's room.

4. A Resident Council meeting was held yesterday with the residents. They were informed of the changes and seemed receptive and understanding.
5. Communications:

We are working on the ability to Facebook Instant Messenger or Google Duo for face to face visits. We have already set up an called "Just Talk" app on our Kindles for this. To use, download the app "Just Talk" to

your tablet or cell phone. Click the "Add Person" icon. Click "Just Talk I.D." and enter Argentine Care Center. Our procedure is that if you wish to contact your resident using one of the above ways, please call and set up an appointment with Melissa Yeagle, our Social Worker. At your appointment time, we will make sure to take a laptop, Kindle, or help with the resident's phone for set up.

Additionally, please call Melissa Yeagle to make a phone call appointment using the facility phone. This way we can make sure your resident is up and able to get to the phone and that the phone is sanitized prior to use. If your resident has their own cell phone, you can call any time.

6. Just this afternoon we have made visitation arrangements. We are putting up a tent on the back deck with heat. You must call to make an appointment with Melissa Yeagle. We will have a phone available for the resident to use. If you don't have one, no worries, we will provide one. We will bring your resident to the deck door so that you may see each other while talking. At this time, visiting hours will be between 10:00 am to 2:30 pm. No "walk-in" visits will be allowed. For weekend visits, make sure to call before 5:00 p.m. on Friday. The visits will be scheduled in 20 minute increments. Please be prompt. There may be another appointment scheduled right after yours. We are still working on this process and this is subject to change. We anticipate the tent will be up sometime tomorrow.

In the future, to get information to you, please visit our website at www.argentinecarecenter.com. Look under the COVID-19 tab for updates. We will send out SMS messages via text, emails and automated phone calls alerting you to an update from us.

Rest assured it is our top priority to keep your resident safe and content during these difficult times. We are very thankful that as changes occur, our staff and residents are working together and that families are understanding and cooperative. We will be having Resident Council meetings weekly (or more often if needed) to ensure resident preferences, suggestions or concerns are addressed.

As always, please call us with questions or concerns. Hopefully, the phone lines won't be too busy. Again, we are keeping your resident safe, comfortable and happy. All working together, we will make it through this pandemic soon.

