

March 17, 2020

Dear Manor Residents;

As the concern of infection of the coronavirus in our area increases, and in response to the most recent guidelines from the Indiana State Department of Health and the Centers for Disease Control, it is necessary for Timbercrest to adjust its practices. In collaboration with our Medical Director, Pamela Higgins, MD, the following changes and additional restrictions are in place for now and effective Tuesday, March 17, 2020:

1. Health Care and Crestwood are closed for visits from Manor residents.
2. Residents from Health Care and Crestwood will not be able to visit the Manor.
3. All medically non-essential services provided by individuals from the wider community are cancelled.
4. Manor residents are asked to use the Main and Hub entrance, 8:00 am – 5:00 pm upon return to the Manor. Residents will be screened for potential exposure to the coronavirus, and respiratory symptoms with fever.
5. Monthly payments by your POAs or family member can now be deposited in a secure campus mailbox located in the main entry way.
6. Family and friends are to use the secure campus mailbox to drop off items for you, or ring the doorbell for items too large to fit.

Another significant change addresses the Indiana State Department of Health recommendation to cease communal dining for the time being. Starting with tonight's supper we will distribute a carry-out meal to all residents scheduled to eat supper in "your" dining room. Beginning with breakfast on 3/18, all meals will be brought to your home. Delivery of early breakfast will start at 6:45 am and late breakfast delivery will begin between 8 and 8:30 am.

Your patience and understanding as we begin this new process is greatly appreciated.

We strongly encourage all Manor residents to refrain from going off campus at this time to avoid potential contacts with carriers of the virus. Call ahead if you have standing medical appointments or procedures to verify with the provider if appointments are vital or have been cancelled. We urge you to utilize the Timbercrest Market which is kept open and stocked; or provide the Program and Service team with your shopping list. Please contact the nursing staff or Dir. of Resident Care for scheduling assistance with care needs, or if you experience respiratory symptoms, fever and shortness of breath. Please call the Program and Service Team, 982-3950 to schedule a phone or virtual visit with your loved ones.

The health and well-being of our residents is important to us. Please let us know how we can help you during this difficult period of time.

Sabine A. Thomas, HFA
Director of Resident Care