



**CHRISTOPHER HEIGHTS™**  
AN ASSISTED LIVING COMMUNITY

## **Coronavirus (COVID-19) Response and Updates about our Communities**

Updated March 19, 2020

The team at Christopher Heights is monitoring the changing and evolving worldwide Coronavirus (COVID-19) pandemic and continues to work to keep our residents and staff members safe. Please know we are following the guidelines needed to help keep our residents and community safe from COVID-19. Currently, in compliance with guidelines from the Executive Office of Health and Human Services and the Executive Office of Elder Affairs, we have instituted the following:

1. Restricting Entry into the building- only individuals critical to the operation of our Assisted Living Community and required for the health of our residents are allowed entry into the building. Social visits are not allowed. Visits for compassionate situations such as end of life care are allowed and will be evaluated on a case by case basis.
2. All individuals, including staff, who do enter the building are being actively screened for risk of COVID-19. They use hand sanitizer, are evaluated for respiratory symptoms, and have their temperature taken before being allowed to enter the building.
3. We are closely monitoring all residents for signs and symptoms of respiratory illness.
4. We are encouraging "Social Distancing" among residents and our staff. We have discontinued communal dining and group activities.
5. We are encouraging frequent use of hand sanitizer/hand washing among residents and staff.

We want you to know that we are doing what we can to continue to provide a safe and healthy environment and are sensitive to the psycho-social needs of our residents. Our staff are meeting with residents and providing them with any puzzles, books, painting supplies, art supplies, or other types of hobby items they may enjoy. These visits have been very successful and enjoyed by all! Should you know of something they'd love to do please drop it off and we'll be happy to bring it to them.

We've seen our employees rise to the occasion and have them come together and focus on taking care of our residents and each other in a way that is truly inspiring. We are fortunate to be able to do the work we do and to care for a wonderful group of residents. It's truly a community that continues to come together in a time of need.

Let's not see this as an inconvenience but a huge opportunity to connect with our residents, your loved ones. If we can look at it through these eyes, I'm sure you'll be as grateful as I am to see how the staff continues to rise to the occasion during these unprecedented times.

We are fortunate to currently have an adequate supply of disinfecting chemicals, hand sanitizer and personal protective equipment (PPE). We are actively monitoring our supply and are following the Center for Disease Control (CDC) guidelines for conserving PPE.