

Frequently Asked Questions -- Help Us Keep Your Love One Safe

April 7, 2020

With the surge of COVID-19 expected over the next few weeks, it is imperative that our facilities are not receiving unnecessary items from the outside. This is all a heightened effort to further protect our residents and staff from COVID-19 exposure. We will restrict any items that aren't medically related or crucial to a resident's well-being at this time. Please know that we appreciate your cooperation and realize how difficult this is, but our primary focus is keeping our residents and staff safe from any unnecessary exposure to the virus.

What is allowed to be dropped off at this time? While we enter the surge, we ask that items that are dropped off to facility are only absolutely necessary, like clothes, dentures, glasses and hearing aids. We ask you keep all valuable items, such as jewelry for new admits, at home when at all possible.

Please drop necessary items off at the facility in a disposable plastic bag.

Please label all clothes with permanent marker. If you are unable to, we will do that. As we label and sanitize all clothes, this will take of 24 hours to get to your loved one. Don't worry, we can provide them with something to wear while this step is completed.

Can I drop off food? We have plenty of food and snacks at the facility. Please refrain from dropping off food. In addition, we ask that you do not have food delivered.

Can I pick up and drop off my loved ones laundry? No. All laundry will be done at the facility at this time.

My family member is at end-of-life, can our family visit? At this time, we are following recommended guidelines and allowing two approved family members to visit for one hour per day.