



Living Care

RETIREMENT COMMUNITY

RETIREMENT APARTMENTS: LIVING COURT • LIVING VIEW • GABLE VIEW • VALLEY VIEW • SENIOR VIEW • COOK

March 16, 2020

Dear Apartment Residents,

As we all work through this current situation together, we continue to try to communicate changes and information as promptly as possible. As questions or problems come up that we find we need a solution to, we are working to develop that solution and communicate as broadly as possible. As such, please see the attached list of commonly asked questions or instructions. We are hoping this summary will be helpful and something you can post on your refrigerator or door, and we will update this as we find necessary.

Please also be advised or reminded of the following:

- The beauty salons are now all closed.
- The Village Center is closed.
- All activities and group meetings on campus are cancelled, including chapel & bible study.
- All dining rooms are closed and meals are being delivered to apartment doors.
 - All changes to your meal choice must be made by calling your dining room phone number, found in your resident telephone directory. We are not accepting written meal change slips at this time.
 - Breakfast and Lunch can still be delivered with a menu provided in a previous letter.
 - The birthday lunch for March is cancelled.

If you don't have a friend or family member that can help you get basic necessities, please contact Resident Services. Our plan is not fully developed yet, but we want to be able to assist residents who don't have other options to get necessities. Once we know how many residents are in this situation, it will help us better develop a plan.

With the increase in garbage with meals being delivered daily, if you need assistance with having your garbage removed from your apartment, please call Resident Services to set up this service.

Thank you for your cooperation,

Eva Lounsbury
Director of Resident Services
509-965-5260

A Nonprofit Organization Dedicated To The Care Of Our Senior Citizens

Business Office • 211 North 40th Avenue • Yakima, WA 98908-2900 • (509) 965-5260

Living Care Intendent Apartment Info & Instruction Sheet

As of March 16, 2020

Can I leave my apartment?

We are asking all residents to self-quarantine in your apartment, with these exceptions:

- If you are feeling well (no signs of illness) you may...
 - Go to and from your lobby to pick up mail and deliveries.
 - Go to and from the laundry room, only one person in the laundry room at a time.
 - Go to and from medically necessary doctors' appointments.
 - Go on a walk on the Pioneer Walking path keeping a distance of at least 6 feet between you and anyone else you encounter on the path. (Please refrain from walking in the halls of the apartment buildings).
 - Go take your garbage to the garbage cans.
- We request that you not leave your apartment:
 - If you show any signs of illness or have been in contact with someone who is sick.
 - To sit in common areas of your apartment building, with or without others with you.
 - To go pick up items in the community. Have these delivered to you.

What about my caregiver? Can they still come?

- Only medically necessary caregivers may come. (For example, those who administer medications or assist with bathing/dressing).
- Caregivers that provide services that can be received through Living Care staff are prohibited. For example, for meal preparation, linen changes and laundry.
 - Please contact Resident Services to set up housekeeping assistance, or the café to order breakfast or lunch to be delivered to your apartment.

How do I get groceries, packages, prescriptions or other necessary items?

- If delivered by a close friend/family member (with no symptoms of illness):
 - They may deliver door to door, bring them directly to your door, then leave.
- If delivered by FedEx, UPS, USPS, food deliver services such as GrubHub & UberEats:
 - We are setting up tables in the foyer of each building for UPS/FedEx/USPS to deliver your packages.
 - Food delivery services should call from the lobby and you come and retrieve the food in the lobby (not deliver to your door).

What if I'm depressed, bored or lonely?

- Please call friends and family frequently to talk on the phone. If possible, Facetime or Skype to stay connected with loved ones.
- Call our chaplains – Todd 965-5258 or Rick 965-5231 – to have someone to talk to.
- Call Resident Services, we are looking into ways to help provide access to in-apartment activities.

How long is this going to go on?

- Unfortunately, I would expect that our current situation COULD last from several weeks to a few months. However, this all really depends on what is going on in the community at large regarding COVID-19 cases, and mandates given to us from various authorities.