

MARY WADE



A five star senior community with a tradition of quality healthcare

March 21, 2020

Dear Mary Wade Families,

Today, I am updating you on a change to a couple of our policies and processes:

Laundry: Based on recent and recommendations, we are no longer allowing resident's laundry to be dropped off. Instead, all resident laundry will be handled by Mary Wade's Housekeeping Department. Clothes not currently done in-house will be appropriately labeled with the resident's name. Every effort will be made to ensure that all cleaned laundry is returned to the resident.

Items Dropped Off: Also, we will not be able to accept any items dropped off for a resident. Previous to this change, we were accepting items such as food, newspapers, etc. on a case by case basis. Effective immediately, we will no longer be able to accept any such items dropped off.

Mail: Mail continues to be delivered and our staff pick it up outside of the facility according to recommended protocols. The mail is held for 48 hours before it is distributed throughout the campus.

Skype/FaceTime Calls: Please schedule all such calls with my office. While our nursing staff want to respond to your request while discussing your loved one's status, these calls need to be scheduled since they require staff time to be with our residents in order to connect and handle the call. Also, since the number of cell phones, iPads and tablets are in limited supply, we recommend that you limit your calls to 15 minutes so that all of our families have an opportunity to speak with their loved ones. Currently, you can schedule as many calls during the day as you want, but we ask that the duration be limited.

Supplies: I want you to know that we have plenty of supplies (yes, even toilet paper!) and we continue to order supplies weekly. Deliveries continue as normal though all supply deliveries are left outside and our staff bring them into the buildings. As required, we report our inventory on a weekly basis to the DPH which monitors our supply to allocate the national stockpile of medical supplies.

I know how difficult these changes are and appreciate your understanding. We do this to ensure the safety and well-being of your loved one and all our residents. With your help, we will be in a stronger position to fight infection and protect our residents and staff.

Thank you and be well,

A handwritten signature in black ink, appearing to read "Stan DeCosta". The signature is fluid and cursive, with the first name "Stan" being more prominent and the last name "DeCosta" following in a similar style.

Stan DeCosta
Executive Director
Mary Wade