Coronavirus (COVID-19) News

UPDATE June 18, 2021:
The positivity rate for COVID in Black Hawk County has risen to 7.4% which has increased from a 2.7% rate just a few short weeks ago. With this more than doubled percentage and with mask restrictions being lifted in many establishments such as restaurants, churches, stores, etc., we are at an increased risk for positive cases of COVID once again. Please remember that vaccines are very effective but there are some instances where vaccinated people can still get COVID. We recently have been made aware of 2 vaccinated individuals in Non-Nursing areas who have been vaccinated but still contracted mild COVID cases. This morning during routine testing of our Nursing Department employees we found we had one positive test from an employee. This employee did not have symptoms but now that COVID has been identified, this employee was sent home immediately for the mandated ten day quarantine per CMS regulation. This changes our ability to let visitors into both the Pavilion Nursing Center and Lakeview Landing until we have proven that we have no additional cases. Families should be receiving a call today that ‘in person’ visitation is halted until further notice. Please understand that we are taking every precaution and using all resources at our disposal to keep your loved one safe and will return to in person visitation as soon as possible.

Phone calls, window visits, virtual visits are still possible and we will be glad to help you with these types of visits. Thank you for your patience and we would like to encourage all of you whether vaccinated or unvaccinated to continue to help us fight COVID in our community by wearing masks in crowded public areas, social distance when possible, and practice good hand hygiene.

Thank you,
Sherry Turner, RN, BSN
Executive Director/VP of Health Services
Friendship Village

UPDATE April 9, 2021: Lakeview Landing, Pavilion Nursing Center, Lakeview Lodge

Visitation Policy 2021
With new guidance from Iowa Department of Public Health and Iowa Department of Inspection and Appeals the following visitation policy has been activated in the Lakeview Landing, Pavilion Nursing Center and Lakeview Lodge Assisted Living.

There will be 3 main types of visitation to choose from starting 4/9/21 (scheduling appointments). These will be scheduled through our Administrative Assistants and Unit Coordinators in those areas as has been the practice.
1. Outdoor visits – the courtyards and patios previously used are available again (weather permitting, residents health permitting, and based on availability of space) and are recommended as a safer alternative method as fresh outdoor air is best.
2. Indoor visits – a visit can occur in the facility for you to visit your loved one. This may occur in their room or one of the designated areas if available.
3. Off campus outings – you can now take your loved one off-campus for a family visit, shopping, driving through parks, etc. Certain mobility/transfer criteria must be met.

What has changed?
• Adding the off-campus visits is a new way you can spend time with your loved one.
• ALL of these methods are available to choose from as schedule allows.
• There is no longer a time limit of 45 minutes on outside or inside visits. We do ask that single visits do not exceed 4 hours.
• If you are choosing to take the resident off-campus, we have a policy that you will need to sign and follow stating that you will adhere to CDC recommendations to wear masks, practice good hand hygiene, and social distance as much as possible even if the resident or you have been vaccinated.
• Unvaccinated residents that go off campus will need to be health screened daily for 3 days and will need a rapid COVID test if symptoms arise.
• Any resident that is not safe to transfer in and out of a vehicle and has mobility issues that cannot be accommodated by family/friend/resident representative, an alternative method will need to picked for visitation.
• A total of 4 scheduled visits per week is allowed. This can be a combination of all the methods or if you prefer to always sit outside on patio or always go to their room, this is fine. Once again, a single visit should not exceed 4 hours total and you are allowed up to 4 visits per week.
• Please give the scheduler an idea of how long your visit might last so we can schedule others around you. You may be asked to pick a different method if the building is full at the time you were wanting (example 5 other families are already scheduled inside).
• We also have new, extended hours for visitation from 9 am to 8 pm. Every day of the week.

What has NOT changed?
• You, other visitors, and the residents will need to wear a mask during the duration of your visit even if any or all parties involved have been vaccinated. Please wear a disposable medical mask to enter the building, if you do not have a mask, one will be provided as supplies allow.
• You and other visitors will also need to complete the health screen and have temperature taken prior to starting your visit.
• You will need to use hand sanitizer at the health screen desk for all visitors (except infants).
• The number of visitors for each visit per resident continues to be 4 with the ability of 2 of those to be children. Children under 3 do not have to wear a mask if unable to keep one on.
• Staff will continue to wear masks and eye protection when providing patient care or in the vicinity of residents.
• We still encourage visitors and staff to become vaccinated to improve our road back to normalcy!

PLEASE NOTE: Visitation will continue as long as no new positive cases of COVID are identified in staff or resident population. Any resident that is quarantined due to close contact with a positive COVID case (even if vaccinated) would exclude that resident from visits during their 14
day quarantine. Phone, virtual and window visits are still available as an alternative. If the county positivity rate increases to 10% or above, visitation will be halted in all 3 areas (Lodge, Landing, Pavilion) until authorities (BHC health department or IDPH) informs us that percentage is below threshold of 10%.

April 2021 S. Turner, Executive Director/VP of Health Services

March 16, 2021 UPDATE: Independent Living at Friendship Village

The second vaccine clinic was March 9 and I am so very thankful that the majority of our residents have been vaccinated. It takes two weeks for the vaccine to be effective which takes us to March 23, 2021. In response to this number of residents who were vaccinated and the continued decrease in positivity rate in Black Hawk County (hovering around 4%) the following will take effect on March 24, 2021.

MASKS:
Inside: Masks are still required in the community areas. This is because we do have many of our staff that are not vaccinated and the extra precaution of masks helps prevent a potential infection.
Outside: Masks are not required if social distancing is available.

VISITORS:
Number: Up to 6 visitors are allowed in your apartment
Age: Visitors of any age are allowed to visit. Children 3 years and older are required to wear a mask from with they enter the building until they enter your apartment (as are all visitors).

GROUP SIZES RESIDENT LED ACTIVITES: Social distancing must be allowed for and maintained for
Inside: maximum of 12
Outside: maximum of 20

GROUP SIZES STAFF LED ACTIVITES: Social distancing must be allowed for. Group size will be determined based on the activity type and social distancing requirement.

DINING ROOM: Masks must be worn as you travel to the dining room and as you move in the dining room. Once you are sitting at your table you may take your mask off. Social distancing is required.

COLD CREEK CAFÉ: The Cold Creek will be open to dining-both inside and outside (weather permitting). Masks are required until you are sitting at your table eating. The coffee machines will be available for residents to use. There will be a posted number limit allowed in the Cold Creek Café so social distancing can be maintained.

QUARANTINING: Is not required for travel or hospital stays. Self-quarantine is required if you have been exposed to a potentially positive individual or you are experiencing symptoms. Please let the front desks know if you are self-quarantining.

COMMON AREAS: All are available for use. Masks must be worn at all times and group size 12 or less.
GOING BETWEEN BUILDINGS: Is allowed and encouraged. This includes Landmark Commons and Rosewood Estate

VISITING IT TAKES A VILLAGE: If you have been vaccinated with the required number of doses and it has been at least 14 days since your final dose please visit anytime you like. Masks must be worn at all time when you are with the children.

BUS TRANSPORTATION: Will begin on March 25, 2021. This means bus transportation will return to the same schedules for stores, church etc. as was done before COVID. Transportation to Dr’s within a 10-mile radius will no longer be charged. This includes Prairie Parkway in Cedar Falls.

GUEST ROOMS: Are available for reserving starting April 1, 2021.

HEALTH QUESTIONNAIRES: The forms will no longer be required. However, it is extremely important that each of us remain vigilant. Vigilant with our own symptoms and vigilant with our visitor’s symptoms. If you have come into contact with a “maybe” positive or a confirmed positive COVID person then you must self-quarantine. If you have a temperature over 99 degrees stay home until it goes away. If you have chills, muscle pain, headache or sore throat-stay home until you feel better. If you lose your sense of taste or smell the you must self-quarantine. Visitors and vendors will still need to have their temperatures taken upon entering the community.

We are trying to return to whatever “normal” means for us right now. We can do this because so many have been vaccinated. Being vaccinated though isn’t 100% proof that you won’t get COVID-you all know this. So please, please stay vigilant. Wear your masks and wear them over your noses. Wash your hands often and then wash them once again! Remember the 6-foot rule. And pray. If things take a down turn, we will have to evaluate and respond appropriately. The thought of having to do that is more than depressing.

Lisa Gates

March 12, 2021 UPDATE
FV Health Centers, Assisted Living and Rosewood Estate
We have received some guidance from CDC this week and we are excited to provide Friendship Villages updated visitation guidance for Lakeview Lodge Assisted Living, Lakeview Landing Nursing Center, Pavilion Nursing Center and Rosewood Estate. Please keep in mind that we do all of this with deep concern for everyone’s safety and we will err on the side of caution to protect your loved ones, families and staff.
What will change:
  • Children will be allowed to participate in visitation. Children age 3 and up will need to wear a mask for the visit.
• Outside visits are coming soon as weather permits. Outside visits will be once per week in addition to the two indoor visits of 2 children and 2 adults (no more than 4 people with resident makes 5).
• Visits can include 2 children and 2 adults (no more than 4 people, with resident makes 5) for 45 minutes, twice per week.
• Our health screen will ask questions regarding vaccination of visitors (we will not exclude you if you have not been vaccinated, but would like to get an idea of how many of our family members are getting their vaccinations)
• Signs to encourage vaccinations will be included in our buildings
• Visitors coming for indoor visits will be allowed to visit within resident’s room
• Hugging is allowed without gowns, please keep mask on

What will not change:
• You will need to continue to wear masks (even if vaccinated) for entire visit
• Eyewear or face shields will be added to mask if resident has not been vaccinated
• Health screens will continue and parents/guardians will need to help answer questions for children that are coming for visits
• Taking a temperature reading is still needed. You will be asked to leave if you have symptoms of illness or have temperature above 99 degrees (even if you have been vaccinated)
• Hand hygiene by using hand sanitizer before and after visit (sanitizer available at health screen desk)
• Virtual and window visits are still available if preferred.
• Staff will continue to wear masks and eye protection.
• ALL visits will need to be scheduled to allow for us to keep crowds to a minimum and to allow some sanitization in between and allow for staff help at the health screen desk.
• Please do not gather in common areas unless directed by staff. Keep visits within rooms or designated areas. Children will not be allowed to run up and down hallways.
• If we have a positive case of COVID in residents or staff, visitation will be postponed for proper quarantine time.

Sherry Turner, Executive Director/VP of Health Services

February 3, 2021 UPDATE — COVID VACCINE CLINICS

• We still do not have a date set for our clinics but the allocation of doses for Black Hawk County is supposed to be greater than it has been in the past so I hope it happens soon.
• If you are able to schedule receiving your vaccine elsewhere and before we can provide it to please consider taking advantage of that opportunity. It would be helpful if you let the front desk know if you are getting your vaccine elsewhere. If you are a resident on the FV campus, contact the front desk to arrange transportation if you need it.
• I was notified that this press release was issued today that is warning people about scammers. Please be very careful. The Press release is below.

Area health organizations warn of potential scams related to vaccine distribution
As members of the community are contacted to schedule vaccination appointments, it is important to remain vigilant and be aware of potential scammers trying to obtain personal information. You may receive phone calls, texts or emails claiming to have information about the vaccine in exchange for personal information. While it is important to schedule your vaccine, it is also important to know the difference between a health care provider and potential fraud.

MercyOne, Peoples Community Health Clinic, and UnityPoint Health are reaching out to patients to schedule appointments for those who are eligible per guidance from the Iowa Department of Public Health.

Health care organizations will:

- contact current patients who are eligible to be vaccinated
- verify your age and date of birth
- ask for your Medicare number, if applicable
- ask for insurance information

It is possible a health care provider will need to verify your social security number. We may also leave a message or send an email asking you to contact us. **Health care organizations will never ask for your credit card number or bank information.**

As a general reminder, be cautious when clicking links, you receive in text messages or email messages. Do not open an email attachment if you are not sure what it is.

On the phone, if you are suspicious someone is facilitating a scam, hang up the phone.

Our local health care providers are working to make sure you receive your vaccine and we will be patient in this process. A scammer may not be!

- Very soon, I will be providing the link to the pharmacy so you can fill out the required information and sign releases needed. Again, remember if you need help please let us know as we will help you. We will be scheduling sign up sessions in which you can come down and we will get you signed up.

Thanks everyone - Lisa

**January 28, 2021 UPDATE**

**COVID VACCINE CLINIC INFORMATION**

We have been in contact with a local pharmacy to come on our campuses to provide the COVID-19 vaccine to our residents and staff. As of right now, we have a verbal agreement that this will happen!

BUT........

1. The pharmacy won’t receive the total number of vaccine doses all at once.
2. The pharmacy DOESN’T KNOW when vaccine doses will be allocated to them—the state determines who and how many doses are allocated.
3. Black Hawk County Health officials are doing everything they can to bring more doses to this area.
4. So therefore, we don’t know when we will be able to have our clinic.

WHAT DOES THIS MEAN?

1. If your provider calls and offers you the opportunity to obtain a vaccine through them, please really consider taking that opportunity if it means obtaining the vaccine sooner than we can provide.
2. Please do not call the area pharmacies to find out when-they simply do not know when.
3. I will let you know as soon as I know when we can offer the vaccine to you on campus.
4. More than likely, each individual who wants the vaccine through our pharmacy will need to go online and fill out a form. WE WILL HELP YOU DO THIS IF YOU NEED OUR HELP!
5. Once we receive confirmation of dates and times the pharmacy will be able to come to our campuses we will arrange the different places and make the arrangements with you.
6. Remember, we all need to be patient because, NO ONE KNOWS WHEN YET!

I am very, very thankful that we can do this because so many of you or your family members have contacted us to find out if this can happen. We want to make getting vaccinated as easy as possible for each of you - I wish we had dates we could tell you.
I will communicate information as we are given updates.
Lisa Gates
1/28/2021

**January 8, 2021 UPDATE**

Yesterday, we held our first COVID clinic! Our Nursing and Assisted Living residents (and their families!) were so very happy, relieved and thankful to be able to finally get the vaccine. All of us are walking a little bit lighter because we were able to take this next step towards normalcy and safety.

Many of our staff from the same areas also stepped up and were vaccinated. Some were very confident this was the right thing to do, others not so sure and a couple not sure at all but had the vaccine anyway. Others are waiting for more time. We have been and continue to educate and provide material that explains the development and testing processes. Our goal is that this will help each individual make an informed decision-whatever that decision is.

Hopefully, these pictures will convey the emotions of relief and hope that was felt by each person. I want to thank Remi Cehic- DON and Emira Hazidedic-Nurse Manager for standing with me and getting the vaccine. It is important that our staff see their leadership standing behind what our words!

Finally, we still don’t know when the rest of the residents and staff will have opportunity to be vaccinated. It is our goal to do everything we can to bring the vaccines to each of our family and to do that as soon as possible.

Both KWWL and the Courier were on hand to share our experience. Thank you to both of them. If you go on their respective Facebook pages or websites, you should be able to see their reports.

Lisa Gates

**January 4, 2021 UPDATE**

I am so very happy to be able to let you all know that this week on January 7 we will have the first of three clinics (provided by Walgreens) to administer the first round of the COVID vaccine.
This, by mandate, is only being offered to our Health Center residents and staff and to our Assisted Living residents and staff.

As you can imagine, there are many that are anxious to get the vaccine, others that are unsure and yet others that are emphatic that they will not be getting a vaccine—at least not in the near future. We discussed at length about taking the step of making the vaccine mandatory and finally determined that we won’t require anyone to be vaccinated. Instead, we have been and continue to provide education about the vaccine and how it was developed and the side effects that are known about at this time. Hopefully, having this information and time will encourage those hesitant folks to be vaccinated at the second clinic to be held January 28. The third clinic will be held on February 18 and will only be available to those individuals who were first vaccinated on January 28.

Residents and their families have been contacted to determine interest in being vaccinated and at this time 94.7% Health Center residents and 50% Assisted Living residents are schedule to receive the first of two vaccines! We are confident that the majority of remaining Assisted Living residents will receive their first vaccine on January 28.

Those percentages are not as high in our staff but we remain committed to educate and encourage their participation. To that end, Remi Cehic-Director of Nurses and I will be among the first to receive our vaccine. Expect pictures to be posted on Facebook!

We have much to be thankful for. There is no COVID in any of our residents at Friendship Village in any levels of care. At Rosewood Estate we have one individual with COVID who is halfway through their quarantine and is doing well. And at Landmark Commons we have a three individuals with COVID. We are still waiting to hear about one of the individuals who did go to the hospital but the other two are managing well. Given what is happening in our county and in our nation we are very very grateful that our exposure is so limited. The people who do have COVID need our prayers and concern but things could be so much worse. Hopefully, with the advent of vaccinations the end of this ugliness is insight.

We are getting questions about the availability of vaccines for Independent Living residents at Friendship Village, Landmark Commons and Rosewood Estate and for employees who are not direct care givers. We simply do not know the answers. What we do know today, and I emphasize today, is that the plan is for hubs to be located throughout the community to be available for people to go to, to obtain their vaccine. Where or who those hubs are has not been publicized. Also unknown are the definitive next levels of who is eligible for the vaccine. I have read it will be 75 and older along with some ability for those with physical conditions.

What I can say is that if we can make obtaining the vaccine available at our communities we will do so.

These are exciting times with hope for a brighter future and maybe a return to living life as we want to.

As always, thank you for your support and prayers.
December 23, 2020 UPDATE

Well kids, COVID positive rates have not risen as anticipated. In fact, yesterday they dropped just below 11% and today are at 11%! Black Hawk remains in the “red zone” and we need to stay vigilant and keep doing all that we have been doing. It seems to be working!

Starting today, visitors 18 and older are now allowed back in our buildings. They need to be health screened and not have any symptoms and wear masks. At this time, only 2 visitors at a time are allowed. If you want to share a meal with them there are two options; call down to the dining room and ask if there is room for your visitors to eat in the dining room with you or have their meals delivered to your apartment and eat with them there. We are not opening up other community areas to visitors just yet.

Since our last communication, we have had no new COVID cases in either our resident nor our employee family. Again, a reflection of how well we are staying vigilant.

We still do not have any firm information regarding the COVID vaccine other than the first to receive it will be the Health Center residents and employees sometime between December 28 – January 15. Other than that, we have heard that the “rest of the world” will have the ability to receive their vaccine at various hubs to be set up. When and where yet to be determined.

Thank you to everyone who has sent Christmas cards and words of appreciation. Our communities are filled with the best, kindest and most loving people. You each are members of one big family which I am thankful to be a part of. While we can be thankful of many blessings we have experienced this past year it is my prayer that next Christmas we will be able to celebrate together in the same room and without mask!

Lisa

December 12, 2020 UPDATE

Much has happened in the last few weeks and I imagine with the advent of a COVID Vaccine on the near horizon that things will continue to change. That is one of the things we can say has been consistent throughout this entire ordeal-change.

When I last wrote to you the Black Hawk County positive test rate was at 26% and rose beyond that. Yesterday that rate had fallen to 12.9% and today stands at 13.1%. Thanksgiving was two weeks ago and if the news stories are correct, many many people met together, traveled and didn’t wear masks or social distance. The experts have indicated that the impact of Thanksgiving will be felt 2-3 weeks after Thanksgiving so we are in that window now. Hopefully, we in Black Hawk County and the Cedar Valley specifically will miss any “Thanksgiving surge”. However, currently there are 7 Long Term Care communities in Black Hawk County (all within
15 miles of Friendship Village) that are reporting 466 positive cases with 354 of those cases having recovered.

I am so very very thankful to report to you that our last positive case in the Health Center or Assisted Living areas was in May. We have had no new cases in our higher care levels since then! We have had 4 resident cases in Independent Living at Friendship Village and 9 cases at Landmark Commons. All immediately quarantined and all have recovered with the exception of one Landmark Commons resident and one Friendship Village resident. Since September we have had 11 employees (throughout all of our buildings/communities) test positive and all immediately quarantined and all have recovered. While we don’t want any in our family to have COVID, these numbers are incredible. They are a testament to our residents who have complied with the restrictions placed on them and to our staff who have not forgotten who we work for and the fact that we work in our residents’ homes. As CEO, I couldn’t be more proud nor more thankful for the way we all have come together to fight this.

Many have asked what the COVID vaccine being approved means for them and us as a community. We don’t know a lot at this point other than as of right now, vaccines will be made available to the residents and staff living and working in our Nursing area (Pavilion and Landing). After that we don’t know yet. We are putting together an education piece of “Frequently Asked Questions about COVID” and will hand that out this next week. This is more in an attempt to explain the vaccine development process and what is being said about the safety of the vaccine. Hopefully with this information each person can make an informed decision as to getting the vaccine or not.

The new build continues a bit ahead of expected schedule and is fully enclosed. The new health center portion has started and the bridge connecting Village Terrace with Village Place should be installed this next week!

So..have any restrictions changed yet?? No, not yet. I will be watching the positivity rate and if it has stayed fairly level I will relax things. Next Friday is my target date to reevaluate our situation. My hope is that at Christmas we can have more latitude and ability to move around. I am including the same 8 points of guidelines given about a month ago for your reference.

1. No visitors are allowed (neither inside or outside)
2. Meals are delivered to your apartments. I do highly encourage you to plan to eat your meal with a neighbor. This neighbor should be one you have confidence in that they are being just as careful as you are
3. We will continue with FV planned activities as much as possible. Our activity staff will be working overtime to offer more small groups of things to do.
4. The exercise areas can only be used with an FV staff in attendance. Gyms are one of the highest infection areas.
5. All other communal areas can be used without FV staff but please keep to the group size and clean the area after you’re done using it. To be really safe, I recommend you clean the area before you use it because you don’t know how diligent the last users were.
6. You can still leave our campus. If you do, please be smart and wear masks at all times. Don’t participate in large groups. If you want to leave FV for an extended time and stay with your family, I think that is a great idea. Just let us know please.
7. If you have been exposed to a positive COVID person or are exhibiting any symptoms please self-quarantine, contact your doctor and let us know so we can also check up on you.
8. Self-quarantining means staying in your apartment for 14 days starting from the date of your positive test result. Just because you feel better does not mean you are no longer contagious. You violating the quarantine potentially exposes your neighbors and staff to COVID. Please take advantage of the bus trips to see the Christmas lights. It seems that many more people are putting lights up than have done so in the recent past. Maybe as a way to encourage us all to keep the faith and remain hopeful that the end is in sight!

Lisa

**December 11, 2020 UPDATE**

I wanted to bring you all up to date on how Lakeview Lodge, Lakeview Landing, and the Pavilion Nursing Centers are doing related to COVID. Overall, we are blessed! We have continued to test our employees twice weekly in Landing and Pavilion, Lodge employees and residents are testing if having any symptoms. All tests have been negative! We have tested residents in those mandated areas (landing and pavilion) on a twice weekly timeframe and now weekly timeframe and they continue to be negative as well. Your prayers are felt! As you may have heard, many long-term care facilities and assisted living facilities are suffering outbreaks but we remain outbreak free at this time.

Just a month ago our county positivity rate was near 27%. These higher rates have caused us to really increase our focus on cleaning, excluding workers who possibly felt ill or had symptoms, and we also stepped up our PPE to another level around November 16th in anticipation of a surge based on health department predictions. This seems to be working (knock on wood) and we are seeing the fruit of our labor.

Who we want to acknowledge is our residents’ families who have been more than patient! You have helped Friendship Village with your prayers and continued support of our efforts. We truly wish we could just return to those days before COVID and have you all visiting and enjoying your loved ones living here as you are also part of the Friendship Village family. However, we must continue to follow the mandates of Center for Medicare and Medicaid, CDC, and the Iowa Department of Public Health. We have gone more than 14 days since our last positive test of an employee back in November. In reaching this milestone, we normally would be in a position to resume indoor visits. However, one other stipulation that these government agencies impose on us is that the positivity rate for the county must be at 10% or less in order to have indoor visits. Our county rate has been in a downward trend for weeks and today is 12.9% which gives us HOPE! Let’s just all agree in thoughts and prayers that we will see 10% before Christmas!

With this unique situation, we are looking for ways to give you access to your loved ones that still meets the requirements of those mandates.

What we would like to offer all families of those living in Landing, Pavilion and Lodge is one Christmas Visit with your loved one. We will have to have set boundaries and will provide Personal Protective Equipment to those visiting so we can keep everyone as safe as possible. This will require a health questionnaire be filled out, temperature taken, gowning up, masking up and designated areas for you to come safely and see your loved one. This will be what we call a Psychosocial visit for the well-being of your loved one. We know how hard this has been for not only our residents, but for you all as well. We will have to limit the number to 2 guests, 18 years or older per resident for a 45-minute visit. We cannot accommodate everyone on Christmas Day but will try our best to schedule everyone during the week of Christmas or the
week after. We hope this helps with the isolation of your loved one and boosts their mood as well as yours. We look forward to seeing that county positivity rate getting to the 10% or less level so we can schedule more visits soon. Once again, thank you for being so patient and we will be contacting you soon to start scheduling these visits.
Sherry Turner, RN, BSN
Executive Director/VP of Health Services

November 6, 2020 UPDATE

Yesterday, one of our Village Place residents tested positive for COVID. Today, a Village Lane resident has symptoms and is contacting their doctor to get tested. One of the Park Lane receptionists tested positive for Covid. In every building someone has been exposed to someone who has tested positive. If you look at www.blackhawkcovid19.com it shows that Black Hawk County is in the High/red status. This means that for the past 14 days the positivity percentage has been greater than 10%. Today, we are at 22.6%. At the start of this week we were in the 14ish percentage level. Today, for every 100 people tested, 22.6 test positive for COVID. If we tested all residents and employees today and we experienced the 22.6% infection rate, then our results would be:
Friendship Village 117 people test positive
Landmark Commons 44 people test positive
Rosewood Estate 26 people test positive

Now to be very clear, this is not currently the case in any of our communities. No resident in the nursing or assisted living areas have tested positive. We are testing the residents and employees in those areas as required. We do not have tests for independent residents. If you are an independent resident and have symptoms or were exposed to a positive covid case, please let the Park Lane Health Center know and remember-you must quarantine in your apartment.

It is absolutely necessary to wear your masks and to wear them correctly-covering both your nose and mouth. If you wear cloth masks, it is necessary to wash them frequently. Wash your hands often and sing happy birthday song twice while you’re washing them. Practice social distancing and stay away from crowds where this isn’t possible.

What does this mean for you though? We must return to doing those things necessary to keep ourselves and our neighbors safe, so:
The dining rooms will be closed starting tonight 11/6/2020-meals will be delivered to you
Activities, wellness, chapel and bible studies are cancelled
Visitors are not allowed (yes this means you should not sneak people in!)
The common areas are not available, including the exercise rooms, card rooms, billiards rooms etc.
We will continue to take you to doctors’ appointments
When the Cold Creek is open you can still takeout meals
Items are still available to be purchased from the kitchen
All deliveries must be met outside and the delivery person not allowed into the buildings
These are not steps I wanted to take and have been dragging my feet. I know it is the beginning of the holiday season and closing things up makes it that much more difficult for all of us. I am very aware that I can’t lock you in but I implore you to do all those things necessary to stay safe and to not bring COVID into our communities.

Lisa

**October 30, 2020 UPDATE**

Today, Black Hawk County is in the red zone with 15% of individuals tested being positive. This has been a sustained upward trend and is projected to continue with the positive percentage rate increasing. Right now, there are 3 area nursing homes in outbreak status. Things don’t look good right now and we are quickly coming up on Thanksgiving and Christmas—the time of year when we see family and friends.

These are suggested things you can do to protect yourself that studies have shown to be effective in the fight against COVID:

1. Drink hot liquids
2. Sip hot water or hot drinks every 20 minutes
3. Gargle with something that has antiseptic qualities (Listerine, vinegar and water, salt water with lemon, or any mouthwash that kills germs) daily
4. The virus can linger on hair and clothes. When going out in the community or being around groups of people, change out of those clothes once home immediately. Do not sit down on furniture. Get out of those clothes ASAP. Some people choose to bathe or shower at that time to remove potential virus from body, wash clothes, and put a fresh set of clothes on when returning home.
5. The virus can linger on surfaces especially metallic surfaces where they have seen virus stay as long as 9 days. Wipe down surfaces frequently with disinfectant. Avoid touching handrails, walls and doors when away from home.
6. Don’t smoke
7. Wash hands every 20 minutes with a liquid or foaming soap. If not available, use hand sanitizer every 20 minutes.
8. Eat fruits and vegetables. Increase intake of Zinc.
9. Animals DO NOT spread Coronavirus.
10. Avoid the seasonal flu
11. Attack a sore throat quickly with warm/hot fluids and continue to sip on warm/hot fluids as much as possible. The virus starts in the throat and can linger there as long as 3 days. Drinking the warm/hot liquids pushes the virus down into the stomach where stomach acid dissolves. This could help keep it from entering the lungs.

I am watching things very closely in Black Hawk County. The last thing I want to do is impose tighter restrictions but I need you to know how things are trending—and it is not good.
We have had a few employees and a couple of independent living resident’s test positive but no resident in the Health Center or Assisted Living has tested positive. We are complying with CMS guidelines and are testing residents and employees from both areas as required—a minimum of one time a week. If you are an independent resident and don’t feel well, please consider being tested through your doctor or Test Iowa. Remember to let us know if you test positive.

Unfortunately, as it was in March – July, things can and probably will change frequently and quickly if the “second wave” does hit us. I will communicate with you frequently and with transparency as was done this summer.

So today, the only thing that is changing is that we will not start providing busses to the grocery store on November 2 as we had planned. Right now, we are still planning ways to allow small groups come in for you to celebrate the holidays with.

Please try doing things from the list as maybe they will help you not contract COVID. Remember to wear your PPE and practice social distancing. Don’t mingle in crowds and certainly stay away from anyone who appears to be ill.

You are my family and frankly I can’t stand the thought of going through the “second wave” and losing some of you. However, if it comes, I am confident that your family staff members will do all they can do to provide you great care, as many activities as possible and support. If you are considering leaving us for a while and going to stay with your family now is the time to do so. Please let us know if you take this step.

Lisa

**September 17, 2020 UPDATE**

This is a post that we were hoping not to have to make. As most of you know, the Pavilion, Landing and Lodge have been in Phase 3 of the re-opening regulations as mandated by our governing officials; Centers for Medicare and Medicaid and Department of Inspections and Appeals.

As part of the recent mandates to keep residents safe, the Federal government provided on-site testing equipment for us to test both staff and residents on a weekly basis. In that first week there was a positive result among the resident population. The second week yielded another positive result among the staff population. With this happening, we had to follow the required regression to Phase 1 per CMS mandates. Both of these individuals had been sick with COVID back in May and currently are not exhibiting any symptoms of the virus. It is possible they continue to have positive results left over from earlier this year but this is something that we cannot prove. The Iowa Department of Public Health has a 90-day window of time that they
use as a guideline for cases like these. As both exceeded the 90-day window, they treat this as new ‘active’ cases. The resident and employee have both been isolated to ensure that the virus, if active, does not spread any further.

This is not something we take lightly as we know how difficult it has been for the residents and their loved ones. We agonized over this decision and did our best to make a case for the potential of the positive individuals being leftover from our outbreak in May of this year to any of the ‘powers that be’ that would listen. This did not gain us any loophole or special consideration regarding the regulation so we began Phase 1 yesterday 9/16/2020.

What we can celebrate is the fact that in moving from Phase 3 to Phase 1 there are not many changes that negatively impact the residents and families. The Iowa Department of Public Health has softened some of the items so we can continue outside patio visits in phase 1 and 2. Hopefully the weather continues to be nice so patio visits continue while we move towards the next phases. Virtual visits, window visits and phone calls can continue. Residents can continue dining in small groups of 10 or less with distancing which has been the same even in Phase 3. We will do everything we can to continue to provide activities, love and attention, and continue providing great care for the residents of these areas.

You can help us by continuing to pray that we make it through Phase 1 quickly. We can move to Phase 2 if we do not have any new cases of COVID over a 14-day period of time. Staff were tested yesterday and all have been negative so far. Residents will be tested again tomorrow. We thank you for your continued patience in difficult times.

Sherry Turner
August 3, 2020

Update for Care Areas moving to Phase 3
We are happy to announce movement into Phase 3 of the steps towards gradual re-opening care areas that have been under quarantine since March. This is another small step towards some form of normalcy, but continues to be very calculated and conservative to do everything we possibly can from re-introducing COVID back into any area caring for our more vulnerable residents. With this progression to Phase 3 there will be an additional visit for each resident each week with loved ones. Patio visits will continue as we enjoy such beautiful weather, and we can now add one inside visit weekly using a designated visiting area just inside the building. Or, if you prefer those outside visits on the patio, both visits can be outside if you prefer! Visits will be pre-scheduled same as the patio visits and all visitors are subject to the same health screen, masks, and hand hygiene used for visitation. We appreciate everyone’s patience as we take these gradual steps towards relieving some of the social isolation many have felt these past several months. Please continue to pray with us that we not experience any active cases within these buildings so we can continue on this path of relaxing constraints!

INDEPENDENT LIVING New guidelines effective 8/3/2020
Finally!! Finally, we have some news! While COVID-19 is still an active part in our lives and it still causes us concern we believe that we can make some plans to relax things. We continue to take it slow and above all ask, request and yes, even require each of us to stay smart. That means to wear masks when you are outside of your apartment and to practice social distancing, wash
your hands frequently, don’t touch your face and to stay away from crowds. We will continue to follow the use of the health questionnaire and require quarantining if it is called for. As always, if you have questions please let the front desk know. Someone from the “Swat team” will get back with you.

Thank you so much for how each of you have dealt with these restrictions and isolation. It is because of you that COVID has not entered our Independent Living areas. We all miss our activities and times together. Hopefully, this is the start of a return to normalcy and most of all, we won’t have to go backwards.

Handouts will be given to each apartment and posted but some of the major changes are:

• Visitors are allowed in your apartments
• Guest rooms can be reserved
• Dining rooms will open up

Lisa Gates & Sherry Turner
Pres/CEO E.D/VP Health Services

July 1, 2020 UPDATE

Today we received a call from Black Hawk County Health Department stating that we are not able to progress to Phase 3 of the’ Phased Easing of long-term care restrictions’ that our care areas (Pavilion, Landing, Lodge, and Rosewood Estate) have been under. The health department decided this based on the increasing number of cases in Black Hawk County. Although discouraging, we understand the need to progress slowly and safely and we realize that with the increase in cases we have to abide by their decision. However, the Iowa Department of Public Health provided an update giving us further guidance on these Phases and what is or is not allowed. This clarification was helpful as we had already scheduled families to visit our residents in these areas starting tomorrow July 2nd as we anticipated the move to Phase 3. In reviewing the new update regarding Phase 2 visits we found that instead of cancelling these visits we had set up, we could safely move them to an outdoor, or patio location. These visits will always be scheduled and will be supervised by our staff, visitors will be subject to a health screen, visitors and resident will be required to wear a mask, and social distancing must be practiced. This will provide a much needed relief of social isolation for the residents of these care areas and will be a psychosocial benefit to the resident and families as well.

Other news, an employee at the Lodge Assisted Living has tested negative, and a Rosewood employee tested negative.

Sherry Turner
ED/VP Health Services
**June 29, 2020 UPDATE**

The below is an announcement I sent out to Friendship Village residents. This is only for independent living and NOT for Nursing and Assisted Living.

Landmark Commons has returned to full lockdown due to a resident’s positive test result. Once past that quarantine all independent living areas will be treated the same. I cannot express enough how much this saddens me to have to do. I fully acknowledged the possibility of COVID not staying away but thought we would have more time between waves to recuperate. At this point, I hope life can continue to be safely lived inside our buildings. So, no visitors which means you must take your resident off campus. If you do this, please practice all the safety precautions and don’t go into groups etc. Remember their potential exposure to COVID can have far reaching ramifications. Minimize your off campus visits please.

**ANNOUNCEMENT**

On Friday, June 26 we were notified that a Landmark Commons resident had tested positive. This individual had no symptoms and had been wearing a mask while out and about.

On Saturday, June 27 the website indicated a clear upward trend in positive cases since June 15. Saturday we received notification that an employee at Rosewood Estate had tested positive, an employee at Lakeview Lodge lives with someone who just tested positive and an employee at the Landing, though asymptomatic tested positive. 18-40 year olds now represent 47% of those testing positive.

As much as it grieves me to make decisions to tighten things up again I must. We have to do everything we can to not bring COVID into our midst. So, disregard the last update I sent to you.

- Visitors are NOT allowed
- Guest rooms will not be reserved
- Meals will continue to be delivered to your apartments
- Campus activities Will continue to happen
- Masks are required to be worn correctly at all times while on campus
- Social distancing is required at all times while on campus
- Practice good hand hygiene
- If you have any symptoms call the health center
- If you have any symptoms, please self-quarantine and notify the front desk
- Buses will not run with the exception of Doctor visits
- If you have been in contact with a visibly ill individual, please inform the front desk and one of our swat team will call you
- If you leave the state, you must self-quarantine for at least 14 days- notify the front desk
- If you have a hospital visit and return directly to your apartment you must self-quarantine for at least 14 days. Notify the front desk
- If you visit others wear a mask and practice good hand hygiene
- If you discover you have been in contact with someone who may have been exposed or has tested positive for COVID notify the front desk and self-quarantine
- Salons will remain open to only residents
- Outside vendors will be allowed case by case
I would like you to imagine that we have put our communities in a bubble and we continue to live together as a family while keeping the rest of the world out. I am not saying at this point that you cannot leave our campus. I am asking you to be overly cautious. We will continue watching our own statistics, those of Black Hawk County, Iowa and the US very closely. If need be, we will go all the way back to shutting things down completely.

We beat this once. Let’s do all that is necessary to keep COVID out. We are 1,200 people strong and if we all do our part we will once again be victorious.

Lisa
6/28/2020

Finally, as to the 3 phase roll out plan for our health center and assisted living. We currently are in phase 2 and if things progress timing wise we are scheduled to be allowed to enter phase 3 in a couple of days. Under phase 3 visitors are allowed. Visiting reservations must be made before you come. If you haven’t received a call to schedule a visit, please call and make a reservation. These visits are required to be handled in a very restrictive manner. However, in watching the trending of cases, all members of our leadership health care team fully expect that phase 3 will not be allowed to begin. If this happens, this means we will not be able to allow visitors and all residents and families will be notified.

I imagine the question will be asked as to why are visitors allowed in nursing/assisted living and not in independent living. My reasons are: independent living can leave campus, visitors and the adherence to safety precautions can and have to be monitored in nursing/assisted living and finally, our residents in the higher levels of care have not seen their loved ones in 4 months. The psychological toll has been extremely negative, no matter what we have done to combat it. However, this decision can be taken away from us. We will keep you posted.

Thank you for your continued support and prayers.
Lisa

June 19, 2020 UPDATE

Today, we rolled out a plan on how we are going to move towards “normalcy” in our Independent Living area. The plan is subject to change. I repeat, the plan is subject to change. If we see a rise in COVID 19 cases in our area, we will revert back to what is thought to be safer set of restrictions. In a nutshell, the plan is in 3 phases and changes to the current phase 1 are scheduled to happen on 6/30 and 7/15. Some highlights are:

1. Masks: at all activities, highly recommended to be worn outside of apartments and in public areas through all phases
2. Hand hygiene: continue through all phases
3. Visitors-through all phases:
   a. must wear masks, answer health questionnaire and no one with a temperature over 99 is allowed anywhere on property
   b. 4 visitors max and no one under age 18 (yes the visitors are allowed into the apartments)
   c. Practice social distancing and hand hygiene
4. Guest room reservations: after 6/30/2020
5. Dining rooms: will open 6/30/2020 with restrictions
6. Activities: will start 10 or less group size now and up to 25 after 6/30/2020

A more comprehensive guideline was disseminated to everyone today. I anticipate that somethings may have been inadvertently left off, but we will deal with those as they arise.

The higher levels of care also have a three phase roll out. The plan has been mandated by the Iowa Department of Health and Centers for Medicare/Medicaid. Each phase is 14 days long and we are required to return to phase 1 should a positive COVID-19 case occur. We are in phase 2 right now and restricted communal dining is available as are restricted group activities. We will enter phase 3 on July 2, 2020. Restricted in person visitation is not allowed until phase 3. What happens after 14 days of phase 3 hasn’t been disclosed yet. If you want to see the complete phasing please visit: https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus/Long-Term-Care

Be safe. Wear your masks and wash your hands frequently.

Lisa Gates
291-8100

June 11, 2020 UPDATE

It has been a few days since I last let you know what is going on in our lives here at Friendship Village/Rosewood Estate/Landmark Commons/Friends At Home-Rosewood/It Takes A Village Childcare. I think we have been holding our breaths just a bit but I am so very very glad to be able to let you know that it has been 24 days since we received our last positive COVID test result. No one on any of our campuses is exhibiting symptoms and yesterday, we came off of the Department of Health “outbreak” designation.

We have received the Iowa Dept. of Health three phased guidelines for loosening restrictions in our health centers and should receive today the guidelines for our assisted living folks. We have also been working on a document to give to our independent living residents so they and you have a general timeline for when and how the restrictions in place will be adjusted for them.

My promise to you all is that we will do all we can to keep your loved ones-our “borrowed family members” safe. We will continue to move slowly while at the same time acknowledging and counter acting the results of the isolation caused by COVID.

I again want to brag on the entire employee team we have in all of our buildings. They have done great and wonderful things in the last three months. I would not want to have gone through this experience with any other group of people. The strength of their/our commitment to the people we serve is evidenced by actions taken to make living life tolerable and safe in one of the ugliest experiences most of us have ever journeyed through.
June 4, 2020 UPDATE

Woo hoo!! We have the assisted living test results back! 49 residents were tested and 49 negative results! 28 staff were tested and 28 negative results!

I think I am in shock. I prayed (have been actually) that the test results would come back today and they would all be negative. They did and they were. The sense of relief is huge. We don’t have any symptoms anywhere. I think it will take a minute to absorb this. I just checked the data on https://coronavirus.iowa.gov/pages/case-counts and see that testing is still being done but in fewer quantities. Positive results are still occurring but in fewer quantities. If this keeps up the end might just be in sight! We are planning on having-when we feel it is safe of course, a celebration. Our residents everywhere deserve it. I just got off the phone with a son who is very concerned about his parent in our health center and asked if there is any way we can allow him to see his dad. Unfortunately, there isn’t yet. Again, the health center and assisted living levels of care are governed by CMS and a multitude of other departments. We can’t relax the restrictions until they allow us to and we must do so using the methodologies that they give us. Once we receive the plan I will share that with you. We want your family members to see you as soon as possible and to start living life again in the best way imaginable.

Thank you all for hanging in there with us. We appreciate you and your support.

Lisa Gates
291-8100

June 3, 2020 UPDATE

We have not received the results from the testing done at Lakeview Lodge-Assisted Living yet. We called the lab and were told “in the next couple of days”. No one in any area is exhibiting symptoms so that is very good news. The mood around here is cautious optimism. You can see it in the way we look (more smiles are being seen), the way we walk (heads held high and shoulders back) and the way we talk (optimistically). It is such a relief to be at this point as there were some pretty dark days when we weren’t sure we would see the light again.

This morning, the swat team met to debrief our experience. I cannot express enough, my pride and thankfulness in having these people on our staff and on this team and in the job they did in tweaking our existing emergency preparedness plan and thus planning, preparing and executing readiness for the COVID 19 pandemic. We did not think we would have COVID on any of our campuses. Maybe that was arrogant but we were that sure of the quality in the cares we provide and in the decisions made to protect our resident and staff family. However, we did have COVID 19 as 26 residents and 29 staff members tested positive. We had 10
resident deaths. Considering the area outbreaks these numbers could have been much worse. I believe these results, while I mourn the losses and the hurt of the COVID experience, are a result of all of our prayers and the expertise and passion of these women on our swat team. All are RN’s and all long time employees committed to the mission of Friendship Village/Landmark Commons/Rosewood Estate and It Takes A Village. Please join me in recognizing and appreciating them:

Sherry Turner – Team Leader and ED/VP Health Services
Remi Cehic - Director of Nurses FV
Ema Baltic – Director of Friends At Home-Rosewood
Tammy Steege – Director of Lakeview Lodge
Maria Streich – Health and Safety Nurse
Emira Hadzidedic – Infection Control/Nurse Manager

We have many many more staff that should be and will be recognized. They start with the front line care givers and move throughout all of the rest of the departments. With few exceptions, each one stepped up to the plate and did what was needed to care for our residents-many times at great personal cost. They are my hero’s.

Lisa Gates
291-8100

June 1, 2020 UPDATE

It is my sincere hope that this will be one of the last updates I will write-at least because of this COVID pandemic. I am so ready for this to be done. However, as ready as I am, our residents and their families are that much more anxious for life to return to normal.

So the update. We lost an additional health center resident yesterday and one of our nursing staff tested positive. The employee came to work in the middle of last week and answered yes to more than one question, was sent home immediately and hasn’t returned back to work. We just received the test results. We continue to run three large UVC machines and practice continuous cleaning in all areas. Of course, I will make you aware of any additional positive tests. We continue to wait for the results from our assisted living, Lakeview Lodge.

I have had numerous requests to come visit mom/dad or to take them out. This all stems from concern for them and the impact of being isolated. Again, visitors are not allowed in our buildings. Again, this is being violated quite frequently and I am making calls to the residents if I know who the resident is. I am asking for your help. Do not come into our buildings. If feel you must do something to encourage your person and the only thing that will help them is to actually see and be with you then take them to your house. Meet them at the door and take them to the park to visit. Wear masks and be cautious but don’t come into our buildings. This time period could possibly be the most difficult period to stay the course because the weather is nice, things seem to be settling down and we are tired. We need to give it a week or two more to really make sure. Help us as we take care of those you love.

Lisa Gates
291-8100
May 28, 2020 UPDATE

Another great day for news. We received negative test results for 3 health center residents and 4 staff. The last positive test result we received was 5/18/2020. We are still waiting to receive back the Lodge test results but as of today things are looking extremely positive. You can feel the mood shifting among both staff and residents. If things continue this way we will come off the “outbreak” list. What a day of rejoicing that will be!

One thing I have seen in the last two days is some residents are not being as diligent in adhering to social distancing, self-quarantining if not feeling well, leaving the state and not notifying us and self-quarantining, wearing masks etc. Please help us by encouraging your loved ones to stay the course. We did speak to this in our meetings this week but having you reinforce this would help. It has been hard to be limited in what you can do and I get it. We all are tired of this. Hopefully, just a few more weeks.

Lisa Gates
291-8100

May 27, 2020 UPDATE

Today, once again we had no more positive tests results. We are waiting for the results to start coming in on our testing of Lakeview Lodge residents. We tested everyone just to be certain that there are no asymptomatic residents or staff living or working at the Lodge. I will report the results as they come in. We did have another death of one of our family members. Another family member to mourn and to also celebrate their life.

I have started to hold small group meetings and am working my way through the different independent living buildings. It will take a while as the group number needs to be small. It was so good to see our residents and to be able to talk with them. It is obvious that they need to be able to get out and socialize. I encouraged them to become involved in the small group activities being planned and to get out and take a walk or to just sit on a bench outside. So far, all have understood the need for a careful measured reduction of restrictions. Your family for the most part, are handling this very difficult time with grace.

Lisa Gates
291-8100

May 26, 2020 UPDATE
Once again I am very thankful to report that since I last posted there have been no new positive test results, no deaths and no one exhibiting any symptoms. Some very very good news. Testing in Assisted Living continues and I will report results as they come in.

We are starting to relax our restrictions as we are able but in a very controlled way. By that I mean that small groups under 10 total are allowed as long as a staff member is present. Beauty salons will open with strict guidelines and only for our residents. We are creating spaces for visitors to come and visit in outside areas-again with restrictions. Our concern now is how to keep COVID out of our community and start allowing our residents to move outside of their apartments. This has been an incredibly long ordeal and at the same time only 3 months. We are really seeing the impact of isolation and lack of freedom of mobility on our resident family members. If we can open things up and allow some “living life” again opportunities, we want to be able to do so. I have already had some saying it is not enough and others saying it is much too soon.

We will watch the county statistics very closely along with our own statistics. If we see an uptick in positive cases we will act accordingly. My plan is to revisit the current restrictions again in the second or third week in June. This last weekend saw a number of people out and about without masks and gathering in large groups. I need to see the impact of such activity on the number of positive test results in our county and community. Other states have had a resurgence of COVID once restrictions were lifted in any degree. Again, we err on the side of caution.

Lastly, I ask that you help your resident abide by our restrictions. I had reports of people visiting in the building this last weekend. I know it is hard to not be able to see and hug your family members but we need to make sure we are out of danger before we relax things.

Lisa Gates
291-8100

May 21, 2020 UPDATE
We are still waiting for a number of employee tests results and three resident test results back. However, it looks like they have been lost in the bazillion tests being processed. We will retest those people. We did receive one staff result back that was negative. We also received tests kits today to be able to test our residents at Lakeview Lodge.

I thought I would take today to share a poem written by one of our residents in which she expresses her thoughts in dealing with COVID.

**FREEDOM**
By P. Pint, 2020

Walking down the hill
my heart aches

to think of all we have lost
but soon I am at the lake

Like the stars in the sky
many thoughts fill my head
we need to find ways
to stop this virus spread
we want with all our heart
to stay well and also be renewed

There is a need to escape
but, stay home—they said
yet I feel so alone
the one tulip in a flower bed

A flutter of butterflies
emerges from the trees
enjoying sunshine and freedom
they float on the breeze

Symbols of good luck and a long life
they enter the world anew

My little butterfly
let us all pray
that tomorrow
will be a better day

Lisa Gates
319-291-8100

May 20, 2020 UPDATE
A short and to the point report today—no new results for either staff or residents. No deaths (hallelujah!) and most of our pavilion residents are improving.

We held our prayer gatherings at three of our buildings today and had a great time of praying and singing. Many braved the cooler and gloomy weather and all were encouraged by being part of something so wonderful. We had a real feel of being part of a large family and that sense of togetherness.

I am being asked “when”. When can we start to do things again? At this point, we are still in a holding pattern. We need to give things more time to develop and see if things are really getting safer.

Hopefully, we are nearing the finish line of this incredibly difficult race. Let’s finish strong.
Lisa Gates
291-8100

May 19, 2020 UPDATE
Finally, test results for the Landing have started to come in. Very slowly but finally. We received 9 staff results and all were negative. We have more test results to get back with many of them being residents. We continue to have staff return to work after being off the prescribed time and without symptoms. Unfortunately, we lost another resident, which adds to the grief already in place. That grief has risen to such a degree that our nursing staff has asked our chaplain to come each morning to pray with them and provide support to deal with their grief.

Today, we were blessed to have our staff, our hero’s, recognized by a parade of honking cars and donations of food and gift certificates. A number of area nursing and hospice facilities
representatives were also in attendance to show their support. It was great—there is no competition in the care giving world. Instead we band together to provide support and advice to one another.

Remember, tomorrow at 2pm we are holding short times of prayer and singing and you are welcome to be a part of them. We are meeting at Village Place at door C, at Rosewood Estate in the front parking lot and at Landmark Commons in the front parking lot. Please wear a mask and if you don’t have one we will have one available for you.

Looking forward to having a great time together as we pray in one accord for the safety and wellbeing of our residents and staff.

Lisa Gates
291-8100

So, I was ready to post the above when we received more test results. I am ecstatic to report we just received 24 additional resident results and they were all negative! We are waiting on 4 additional resident results and the rest of the staff results, but WOW!

May 18, 2020 UPDATE

This weekend we had one additional resident death. Of the 62 tests taken on Landing residents and staff we received 3 resident tests back. All of these tests were positive. Each resident and family were informed of these results. We also had four employee results return as positive. Each of these employees work in the Pavilion. So a mixed result today. We were told that we should have all the test results back tomorrow. We do have residents and staff whose symptoms continue to improve and we cannot lose sight of that. It is just hard to lose someone and to continue to watch the fear and loneliness that COVID brings. We cannot discount though that no one in Independent Living nor Assisted Living has tested positive. This is huge.

Did you check out our Facebook page and see the video of some of our staff dressed in costumes bringing joy to our residents? It will make you laugh at the very least!

Tomorrow, our staff are being recognized with gifts of food and gift certificates. Around 1:30 a parade of cars will drive by our main entrance at Park Lane honking their horns. The fire department will be there along with ROC 108 and possibly the Courier and KWWL. As I mentioned earlier, Jaimie Mangrich has led a fund raising charge to bring recognition and gifts of thanks to some of the care givers taking care of folks on the COVID front lines. Way to go Jaimie!

On Wednesday at 2:00pm we are spending time in prayer at three different buildings; Landmark Commons, Rosewood Estate and Village Place. You are invited to come to any of these buildings for about 30 minutes of praying and singing—all while wearing masks and standing 6 feet apart! A large number of people spread throughout our communities praying and singing together! What a sight that will be.

More tomorrow—pray that there will be good results. But whatever the results are, our staff are ready to take care of your loved ones for they are our loved ones too.

Lisa Gates
291-8100
May 15, 2020 UPDATE

4 days in a row-looking pretty good!
Today we had 7 employees test as negative and two as positive. We had a resident test come back as negative. We had no deaths due to COVID. Many of our Pavilion resident’s symptoms are improving! The Pavilion, Landing and Lodge (assisted living) sanitizing efforts are all completed. We have obtained a UVC with Ozone machine that is somewhat mobile and currently have it in use at the Pavilion. We will rotate it throughout our buildings. Rosewood Estate is in the middle of its cleaning process and it is anticipated to be complete early next week.
We are still waiting for our test results from the Landing and it is anticipated those results will be here by Monday.
This Wednesday at 2:00 pm we are holding a mini prayer meeting in the parking lot of three different buildings; Village Place, Rosewood Estate and Landmark Commons. Masks must be worn and we will practice social distancing. We will have people designated to pray and will sing at least one song together. I anticipate this time together won’t last more than 30 minutes. I understand there will be some who question the idea of meeting together and if you don’t feel comfortable doing this we understand. A couple of weeks ago some of the staff met and prayed together at each of the buildings. We heard from our residents and other staff members that they would like to be able to participate in another time of group prayer. As a faith based community we think that meeting together to pray and ask God to fight this battle is important to do.
Lisa Gates
291-8100

May 14, 2020 UPDATE

3 days in a row-possibly a trend?? We had no deaths and no positive results. We are still waiting for the testing results from the Landing. I am told that those won’t come in until earliest tomorrow but probably this weekend. However, we did have two negative results for employees that were not included in the Landing tests. We have employees that have been off due to having COVID start returning to work. This has been a real morale booster for everyone.
All but three of our Pavilion residents have returned home. The cleaning and the return of our residents went very smoothly. Today Lakeview Lodge was cleaned and that went extremely well. Tomorrow, Lakeview Landing will be cleaned. We are so very appreciative of the team who has been working with us to make things safer for our residents.
There is a young man, Jaimie Mangrich who you might have read about in the paper. Jamie has been leading the charge for raising funds to honor direct care workers. Friendship Village received a monetary donation today from him and on Tuesday, Jaime and team will deliver meals for all of our employees. We are so thankful for Jamie’s efforts to honor all direct care employees.
Restrictions have been loosened up for the public. At our communities we are holding the line with restrictions we have in place. I ask that you encourage your loved ones to be patient and help us all to be safe. We know it is hard but we still need to err on the side of caution.
May 13, 2020 UPDATE

Today has been another positive day. We had 2 tests come back negative—one employee and one resident. We had one Pavilion employee test positive. All residents and employees at Lakeview Landing have been tested so we have 30 employee and 32 resident test results that we are waiting for.

The Pavilion residents remained in the area hospitals today while their home in the Pavilion was disinfected and “virus bombed” twice. The pictures of the halls were very eerie once every one was out of there. However, now everything is ready for them to return home and that will start happening this evening. Tomorrow, both Rosewood Estate and Lakeview Lodge (Assisted Living) buildings will be disinfected. The residents at each of those building will stay in their building but be moved to different locations within the building while their areas are being cleaned. Lakeview Landing will be cleaned at the end of this week.

I don’t want to borrow trouble but we are waiting for 62 test results. It is highly likely that there will be multiple positive results. I ask you to continue to pray for the residents and their family members. It is an awful thing to have to wait for results, especially when you can’t wait together. Pray for our employees. To a person they are worried about their results and not because they fear for themselves but they fear that they may have infected their residents.

More tomorrow. Hopefully, it will be “another positive day”.

Lisa Gates
291-8100

May 12, 2020 UPDATE

Today is much more positive. First, to report is that we have no deaths or positive test results today. We also began to test residents and staff at Lakeview Landing. Tomorrow the Pavilion is being disinfected and “virus bombed”. In order to do this safely for our Pavilion residents both MercyOne and UnityPoint have partnered with us to care for our residents while this is being done—approximately 6-8 hours. We will then move on to disinfecting the Landing and the Lodge. Neither of these buildings will necessitate moving our residents out of the building.

I do feel the need to clarify something that was reported in a news article. It is, “Sheriff Thompson alluded to the fact Friendship Village may be the facility most at risk of ceasing operations due to the staffing issues”.

Sheriff Thompson has been extremely supportive and deeply concerned for all of the nursing facilities and how we are dealing with the impact of COVID-19 on an already stretched thin staff. We appreciate all he and other officials have done to help our cause and search for answers. I don’t know what Sheriff Thompson actually said—I didn’t hear this in the actual conference that I listened to. I do know that there is so much information and multiple conversations circulating that it is easy to take something and miscue reporting on it.
Friendship Village is not at risk to cease operations. I have not had opportunity to contact Sheriff Thompson yet but am fully confident he will want to clarify what he actually said. We have staff working many hours. We do have holes in our schedule that necessitate the use of agency staffing. Our staff are tired but they will not give up. We have seen this over and over-your loved ones are deeply cared for and about. Staff from all departments have stepped in where they can-delivering meals or sitting with a resident for instance. We are here for the long haul because we take care of our family.

Once again, keep praying and sending your well wishes. We are all so very thankful for your support.

Lisa Gates  
219-8100

May 11, 2020 UPDATE

Today was another difficult day. Last week we began testing Pavilion residents and staff and test results have started coming back. As of tonight, we have 16 Pavilion residents with positive test results, and 7 residents who passed away. We have a few Pavilion staff yet to test but as of right now we have 20 employees in total who tested positive. Testing at the Landing will begin sometime this week. We took a moment (well, more than a moment) this morning to be overwhelmed and mourn our losses and worry about what’s next. We are ending the day still mourning but with having had numerous conversations with local and state health officials and area hospitals. This team is helping form a next course of action to help turn the tide and stop this insidious virus. The first step we have set in motion is to contract with a company to augment our cleaning team. They will come in and disinfect our Pavilion, Lakeview Landing (both health centers) and our Lakeview Lodge-Assisted Living. This should be completed yet this week. Our staff is filling in where needed and we are using agency staff from three different staffing agencies to augment where needed. I am so very thankful for our entire employee team who love our residents and do everything possible to keep our resident family engaged, fed, safe and well cared for. We plan for emergencies such as fire and tornado but until the COVID-19 pandemic did we ever really consider having to deal with something like this. They have all “stepped up to the plate” and are doing all they can and more. Cards of thanks and well wishes have been coming in-thank you for those and your support expressed on Facebook. I long for the day when I can report all positive news-as I know each of you also long to hear.

Lisa Gates, 291-8100

May 8, 2020 UPDATE

Life marches on does it not? This weekend is Mother’s day and somehow we need to find ways to love on our moms. And it is hard to do while dealing with this pandemic. If anything, COVID has taught us, to an even greater depth, the frailty of life and the importance of holding our loved ones close. I am feeling this at a heightened level today. We lost another resident this
morning—a mom. She lived at the Pavilion; to-date all of those we lost have been from the Pavilion. We also had notification early this morning of a positive result for an individual living at Rosewood Estate. We took today to notify all those living at Rosewood and their families of this. Staff are prepared and have been using PPE and taking all precautions. We also had two more staff test positive, one at the Landing and one at the Pavilion. We are testing as tests become available. Our county and state health departments are working hard to help us obtain all the tests we need. Keep us in your prayers and thoughts. Thank you again for all your support. We appreciate it so very much.

Lisa Gates, 291-8100

May 7, 2020 UPDATE

The emotional roller coaster ride continues. Wednesday held a bit of hope along with bad news. Yesterday, we had more losses and now have lost a total of 4 residents. More distressing is two additional residents tested positive for COVID. Both had been residing in our other Health Center building—Lakeview Landing and both were immediately moved to the Pavilion. The concern now is that the infection has spread to both Health Center buildings. Lakeview Landing has been under the same restrictions for the same time period as the Pavilion. We have not been sharing staff between buildings and all who enter have been using PPE. This is the reason I did not report last night. It is important that the residents/families at the Landing were notified before they read something on Facebook. That is our protocol when there is a positive COVID test and would be followed if a positive occurred in any of our buildings-independent through nursing.

Today we have had no new COVID positives for either residents or employees. However, we have 21 employees on quarantine due to testing positive. Enough time has passed so the early positives have been without symptoms for enough time and can begin to return to work. We have not lost any employees due to death. Many of the employees are desperate to “get back to my residents” and have to be reminded that there is protocol that must be followed. Testing at the Pavilion for both residents and staff has begun and tests for the Landing should be arriving soon.

Notices were posted and given to each apartment today. Tomorrow the Governor is relaxing some restrictions. I am not doing that in any of our buildings and the notices sent/posted were to let everyone know this. All current protocols in place are remaining in place. Please help us, encourage your loved ones to wear masks, stay in their apartments, wash their hands often, and don’t congregate with others. We need your help—we cannot lock them in and like us, they are desperate to live life again. We just need to be cautious a bit longer. My goal today is to leave things as they are until Black Hawk County has a sustained decrease in COVID positives. I wish, as you also do, that I could foretell the future and know exactly when that will happen but I don’t. Keep encouraging your loved ones! And again, thank you for all your support.

Lisa Gates
291-8100
May 5, 2020 UPDATE

Thank you for all your kind comments on our Facebook posts. They are so uplifting to our staff and go a long way to help them remain motivated and fighting in this pandemic.

Yesterday we lost one more resident at the Pavilion Health Center. I certainly do not intend to minimize this loss- it truly hurts, but there are also some positives I want to share. As of today, we have 7 residents with positive results, 2 residents have tested negative, and 1 resident is awaiting results. At this point, the resident outbreak is located in the Pavilion Nursing Center. We have had employees off shift due to living with a Tyson employee or an employee of another business dealing with COVID, and those employees are beginning to return to us with firm guidelines in place to assure they have been off the proper length of time and are healthy and ready to return to work.

So today, we have one additional loss of a resident family member, but our resident positive test results are somewhat slowing for the moment. Our employee numbers are worse, especially those that work at Pavilion. We are committed to not intermingling our workforce between buildings, and have enlisted the help of two staffing agencies to help us through this crisis. We have been so blessed with a strong, committed, constant workforce and have not had to use agency staffing for almost 20 years. Now is the time to get the extra help needed, to come alongside our staff and provide that extra help they need at this time. We really have great staff who are dedicated and love our residents-your mom and dads or grandmas and grandpas.

Another bright spot is that we received test kits this afternoon! We will be able to test every resident and employee of the Pavilion Nursing Center who has not yet been tested. Thank you to Black Hawk County Health Department and the Black Hawk County Emergency Manager Services who have helped us get the supplies we need including PPE and provided us with so much support during this crisis. They have been wonderful partners!

Lisa Gates
319-291-8100

May 4, 2020 UPDATE

I am having trouble knowing how to begin. Things have rapidly changed since my Friday, 5/1 report. On Friday, I reported 6 residents and 12 employees who have tested positive with COVID. Since then the number of each group has risen or a number are waiting test results. Right now, we have 9 residents and 14 employees with positive results. Each of the positive residents lives in the Pavilion. Currently, we are waiting for results for 3 residents and 1 employee. We also lost two of our family members-one yesterday and one today. We grieve with their spouses and family members. Given the frailty of any nursing home population, these won’t be the last we will lose. We are prepared, should the number of infected residents continue to increase. We are extremely thankful that the infected residents are confined to the
Pavilion. It could of course spread but that is a bright and hopeful spot right now – if one can find a positive note anyway. None of our independent residents have become symptomatic and moved into the Pavilion, another positive. I’ll take this moment to remind you that our independent residents are encouraged to stay home unless absolutely necessary. Since early April, they have been able to purchase items from the kitchen such as toilet paper and toothpaste and a number of other things. They have been and continue to be encouraged to wear facemasks, practice social distancing and remind each other to do so if they see someone who isn’t doing these things. They know they can call me and let me know if someone isn’t complying and I need to talk with and they have. We cannot “lock” them in. If you know your resident is going places, not wearing masks etc. please encourage them to stay inside their apartment. Let me know about it if you would rather not talk to them and I will take that on. This is a group effort and we need to help each other make sure we are doing what is needed to keep us all safe. I have been questioned by a couple of family members about the idea of taking their loved one home to be with family members. I can only ask the questions of “are the family members self-quarantining”, “would mom be potentially less exposed” and “would it be better for their mental well-being”. These folks are independent, we can’t lock them in, and we won’t tell you that you cannot take them to be with you. Testing-if we had our choice we would test every employee-campus wide and every resident campus wide. If someone was symptomatic and still tested negative we would test them again. To date, it has not been possible. I am extremely thankful to be able to report to you though that we are finally being sent enough tests to test all the residents in the Pavilion and all the employees who work in the pavilion. We think this is a major “win”, though also recognize there is more to accomplish. Again, it is our goal to test everyone. The test kits just haven’t been available to us here in Black Hawk County. Finally, for today. Thank you for all of your comments of support. We know that you have entrusted your loved ones to us and we feel the enormity that responsibility. These are ugly and frightening times and to have your support means a lot to the team here. So, thank you.

Lisa Gates, 319-291-8100

May 1, 2020 UPDATE
Well, it continues. Today we have a total of six residents who have tested positive for Covid-19. All live at our Pavilion Health Center. All have been moved to the rooms we designated early in March as the “Covid-19 area” and are separated from the rest of the Pavilion population. The staff who stepped forward and volunteered to be on our “Covid team” are taking care of these six resident family members. They are not taking care of other residents. We now have a total of 12 employees who tested positive for Covid. Four from Landmark Commons, 5 from Friendship Village (4 nursing and 1 maintenance) and two from Friends At Home Rosewood Estate. As best we can tell, it appears that 7 of these employees have direct Tyson involvement. Remember, as soon as the outbreak at Tyson was publicized, we took all employees with Tyson family members off our schedules. Our residents, our resident family members and our staff are scared. This has now become real and dangerous. I won’t reiterate all of our precautions taken as they are in previous posts. But I will remind you that each employee must answer a health screening before each of their shifts and another screening sometime within their shift or at end of shift if not done earlier. At both screenings, their temperatures are taken. Our employees are worried about being exposed to COVID from an asymptomatic person and
spreading the virus to our residents. That has been the most expressed concern. We are of course also concerned about infecting our own families. We now have a number of employees who have made the bold decision to stay on campus. Please remember them and all of our employees as they take care of our resident family members while either risking exposing their own families or staying on campus and not being present with their families. Tough decisions to be made and lived with. I have been asked about testing. Testing of both our residents and our staff members. If one of our residents becomes symptomatic, we contact their physician and request testing. That doesn’t always happen but to be fair, it is occurring much more frequently than at the beginning of this pandemic. When our staff answers the health questionnaire with either having a temp of 100.4 or greater or more than two of the other symptoms, we give them the guidelines for testing we received from BH County Health Dept. and require them to go get tested. Again, that testing is now happening with much more frequency than it was being done earlier. We have been given 6 test kits. If we ever do obtain enough test kits, we will then test in-house and on a mass basis. Right now, we must send employees out to be tested and it is up to the Dr. or other test sites as to whether the individuals meet the testing criteria. We report daily to the Black Hawk County Dept. of Health our numbers and they do the official contact tracing. We do what we can in house. This morning a few or our leadership team and other staff met together, went to a number of our buildings, and prayed over and for our residents and staff. It was beautiful. Some of our leadership team meet daily to pray together. Our Board of Directors pray individually and within many of their church groups for our resident and employees. You might get tired of me saying this but we really are family and we care about each other. Lisa Gates, CEO

April 30, 2020 UPDATE
Today has been a difficult day for us. We have our first resident who tested positive for COVID19. While we knew that there was a high probability this would happen it still has hit us pretty hard. Our first resident lives in our Pavilion Health Center. We also had two “working” employees who tested positive. One was a direct caregiver who worked at the Pavilion and the other worked in maintenance. Finally, we have two employees who have been on a leave of absence since April 17. They live with individuals who work at Tyson. Unfortunately, these employees also tested positive today for COVID. Please continue to frequently contact your loved ones. As time goes on, the tendency to feel isolated and despondent grows. We do what we can here and it helps but we can’t replace you. I remain confident that we will come out of this even stronger and have a tighter sense of family. Our residents will tell you, and I concur, that we have the best employees/family at Friendship Village, Landmark Commons, Rosewood Estate, Friends At Home and It Takes A Village Childcare.
Lisa Gates, CEO

April 29, 2020 UPDATE
This afternoon we were notified that two additional employees have tested positive for Covid-19.
One employee works at Landmark Commons - independent living building and has not been at work since mid-April. The other employee is a direct care giver in our Pavilion nursing facility and as such had contact with residents.
It is important to note that we have tested residents who exhibited symptoms and as of yet, each of those tests were negative. At this time, no resident anywhere in our community has tested positive for COVID-19.

Our communities continue to be diligent in our infection control and in enforcing the wearing of PPE. Hopefully, this journey we are on will be short lived. Until we are at the end of it we remain committed to taking care of each other and adhering to the mandates in place to contain this virus. We will be risk adverse and not “ease up” on being vigilant and careful before it is clear we can do so. Everyone’s safety is much too important to be handled without extreme caution.

As always, if you have questions or concerns please contact me at 319-291-8100.
Lisa Gates, Pres/CEO

April 26, 2020 UPDATE
Today, we were notified that a Friends At Home (home health agency located at Rosewood Estate) employee has tested positive for COVID-19. The staff member did have direct contact with those tenants of Rosewood who had contracted for services and were assigned to that employee. All tenants of Rosewood Estate and their family members have been notified of this exposure.

The Iowa Department of Public Health (IDPH) and the Black Hawk County Department of Public Health have been notified. The Friends At Home employee, in compliance with established guidelines, is self-quarantining and will not return to work until it is appropriate to do so.

Rosewood Estate, Friends At Home and the rest of Friendship Village communities have consistently practiced thorough cleaning/disinfecting guidelines and with the advent of COVID, these practices were ramped up. Staff has been using PPE (masks were mandated March 27 and eye protection as we were able to obtain it-every direct care employee has eye protection now) and practicing multiple hand washing throughout their shifts.

We have been and remain committed to the well-being of our family members. As such, we will continue to be proactive in our decision making, the level of care being provided and enforcing all safety measures needed to keep each one of us safe and well.

Updates will continue to be posted on Facebook, the website (www.friendshipvillageiowa.com) and if needed directly. If you have any questions or concerns please contact me at 319-291-8100.

Finally, it is important to remember, that it is a staff member who has been diagnosed. Not anyone who lives in any of our communities. We value our staff as I know you do too. But not being able to be with your loved ones makes it very important for you to hear that it is a staff member with the positive test and not one of your loved ones.

Because we are family, I know that we are walking this journey together.
Lisa Gates, Pres/CEO
April 17, 2020 UPDATE

1. We have **not had any COVID cases anywhere in our community!!!!**
2. Should we have a resident with COVID that does not stay in the hospital:
   a. we have 14 beds set aside in the Pavilion to care for them
   b. we have a designated team set aside to work in the Covid area
3. All staff are wearing masks and any resident who wishes to wear one can go to either of the receptionist desks and get one. Thank you to the many people who have sewn masks. We need more so keep them coming! I highly **recommend that all residents wear a mask**, especially when out of your apartment.
4. **THE NEW CHANGE:** STARTING Saturday, April 18, 2020 Friendship Village will only take people to Dr. appointments. We **will no longer go to grocery stores etc.** All deliveries continue to need to be dropped off at the front desks.
5. We do not have a state ordered “shelter in place”. However, the governors’ orders have basically created a “shelter in place”. We cannot lock you inside the buildings but I strongly urge you to stay home. Don’t go out – not even with family.
6. Visitors are not allowed and this includes family. Please comply with this. There are multiple stories of non-compliance-you are putting everyone at risk. Let’s do everything we can to end this race having won by not having any Covid!
7. The Governor has ordered no activities unless done by immediate family. Therefore, we have to adjust our activities once again. We will see what our talented wellness people come up with!

Thank you everyone. These times are very stressful and I so appreciate the numerous cards of support you have sent to the staff. They energize us!
Lisa

March 25, 2020 UPDATE

Friendship Village is actively monitoring the spread of the coronavirus (COVID-19) and taking a variety of preventive, precautionary steps to ensure the safety of our communities. The health and wellbeing of our residents and employees is our top priority, so we are taking these decisions very seriously. In compliance with the Centers for Disease Control (CDC) and Centers for Medicare & Medicaid (CMS) the following protocols are in effect.

We will be updating this page with additional information and communication to residents and their families here, as well as on Facebook and posting in the communities.

Our “Coronavirus Infection Control” team is available to any resident or employee to help navigate physical issues and what they might mean.

Assisted Living and Nursing Centers (Pavilion, Lakeview Landing, Lakeview Lodge, Rosewood Estate)
• Outside visitors are NOT allowed into our buildings of higher levels of care except for end of life circumstances.
• The dining team will only offer tray services.
• All employees are being screened with a questionnaire and temperature reading before entering our buildings.
• All employees are required to wear masks.

Independent Living (Park Lane, Village Place, Landmark Commons)
• Outside visitors are NOT allowed into our independent buildings, unless the situation is critical.
• Activities in groups of 10 or less—with social distancing required
• Residents are not allowed to travel between campuses for activities.
• If residents choose to meet they must observe the 6 feet social distancing mandate and not be exhibiting any symptoms.
• Activities outside of the Friendship Village Community are cancelled.
• FVRC is not sponsoring any outside activities. This includes volunteer events.
• Chorus is cancelled until further notice
• On site Church services have been cancelled- FV In house Chaplain Pastor Ron Weimer is available to come meet and pray with residents if desired by calling receptionist.
• Guest room reservations have been cancelled until the end of May.
• Deliveries (excluding mail), (such as takeout food or pizza) are still allowed, but resident must meet the delivery person at the front door.
• The FVRC bus system will still run for essential trips only including pharmacies, grocery stores, and doctor appointments. Social distancing on the bus is required.
• Rides to church/mass will not be offered until further notice, as many churches have already cancelled services.
• We strongly suggest avoiding going out unless it is completely necessary.
• FVRC salons are closed until further notice.
• Landmark Common’s pool and hot tub are closed.
• All fitness and wellness centers are closed on all campuses
• All Meals are being delivered to individual apartments.
• All Café’s and Bistros are closed –however, Cold Creek Café at Village Place is accepting take-out orders.
• All employees are required to wear masks.
Our staff love your family members and have been working hard to alleviate fears and the loss of physical visits from you and other people.

We understand that having your loved ones with us and under our care and away from you is very difficult. Thank you for your support and trust in us as we all deal with a very difficult time in our lives.

Our “Coronavirus Infection Control” team is available to any resident or employee to help navigate physical issues and what they might mean.