



Caring. Connecting. *Community.*

May 18, 2020

Dear Resident/Resident Representative:

United Methodist Homes is pleased to announce that we are implementing “ReGroup” mass communications tool to further enhance our communication efforts with our residents and families. This will be an extremely easy way to receive announcements or alerts in the speediest fashion. Messaging options include voice messages, text messages and email. To continue receiving regular updates, you merely need to consent to receive these messages and provide your liaison with current contact information including phone, cell phone and email address *if* you have one. If you do not wish to receive messages in multiple formats, you may unsubscribe to the undesired mode of contact at any time. We do recommend that you remain subscribed to at least one form of communication so that we can continue to provide you with pertinent updates. Each resident can have up to three emergency contacts receive the notifications.

As we strive to provide you with the best level of communication, we believe ReGroup will only enhance our communications giving you the information you need to know instantaneously. However, please understand that this will not replace communication with our staff in the event there was a change in condition of your loved one. Personal communications will remain personal. This tool will be utilized predominantly to supplement and provide information that we must provide on a facility-wide basis to all residents and families.

Also, please note, that in the event you or your loved one is discharged from the facility, the notifications will cease. Again, as we continue to navigate the waters of the COVID-19 pandemic together, we are appreciative of all your support and understanding. Our residents and staff safety continue to be of the highest priority. Please continue to reach out to myself or our campus liaisons should you have any questions or concerns at any time. Your liaison will be reaching out to ensure we have your most up to date contact information.

We remain committed to keeping everyone, not only informed, but safe and well during these unprecedented times. Please remember to continue to do all you can to prevent the further spread of COVID-19 by following the CDC guidelines, social distancing, good handwashing and use of facemasks when going out in public.

Sincerely,

*Ron Patti*

Executive Director Hilltop Campus

607-798-7818 ext. 210