



## **MEMORANDUM**

**DATE: APRIL 21<sup>st</sup>, 2020**

**TO: ALL RESIDENTS, FAMILIES & STAFF**

**FROM: DANIELLE JANESKI**

**RE: CAMPUS UPDATE/CMS COMMUNICATIONS GUIDANCE**

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Hello everyone,

I'd like to take a moment to provide you with pertinent updates regarding the Wesley Village and Tunkhannock Campuses and communications as the COVID-19 pandemic continues. Early on in the pandemic, we provided and continue to provide you with communications related to COVID-19. Announcements regarding the virus and early precautionary and preventative actions taken by UMH was communicated (e.g. implementation of visitor restrictions, precautionary infection control and prevention measures set forth by the CDC, CMS, and local and state DOH). As prior communications had outlined, we responded very quickly to the pandemic implementing all guidance to prevent the spread to our campus as set forth by our governing authorities.

We understand it is very difficult not being able to visit your family members in person. Our campus liaisons and activities staff continue to devote their time to keep you informed of your loved ones' status, facilitate FaceTime calls, as well as provide you with any updates. I wanted to take this opportunity to inform you of the most recent mandates from the Centers for Medicare & Medicaid Services (CMS) regarding family communications during this pandemic. New guidance from CMS requires a weekly update at a minimum for all nursing centers.

To date, I am pleased to report that we are COVID-19 FREE at Wesley Village and Tunkhannock Campuses and continue to follow all guidance to prevent it from spreading to our campus. We have been getting positive feedback from our residents and families regarding our current level of communication and the care we are providing. As mentioned above, phone calls, letters and calls to and from our liaisons have occurred and continue. We also continue to use our website to post pertinent announcements and updates.

In accordance with the above referenced new guidance, you can expect an update from our liaisons weekly. If you prefer to receive such communication via email, please indicate this to your liaison and she will take note and verify an email address. In addition, please be aware that in the unfortunate event we were to have a resident or staff test positive for COVID-19, you would be promptly notified. Also, please know that if there were some significant change in your loved one, as is always our practice, you would be contacted directly by phone.

Lastly, we continue to be very appreciative of all your support and understanding during these most challenging and difficult times. Thank you for all of the kind words of support from our residents, families and community. Myself and my staff remain very grateful. As always, please do not hesitate to reach out to me at 570-655-2891.

Sincerely,

*Danielle Janeski*

Executive Director