



Throughout this challenging time, our priority is the safety and health of those who have placed their trust in us. As the global situation changes rapidly, we want to do our best to keep everyone informed of the ways we are helping to ensure the well-being of our residents, clients, and team members.

### **Safety Precautions – Face Masks/Face Shields**

The Iowa Department of Public Health has recommended that healthcare workers who provide direct patient care in long term care facilities should use eye protection in addition to a face mask for all patient encounters. It has been implemented that Kennybrook Village's front line staff (those providing direct care in resident rooms) will wear face masks and protective eyewear such as a face shield or goggles.

We are not requiring residents to wear a face mask, but you are welcome to.

We want to express our gratitude to the residents, families and volunteers who have been volunteering their time to make reusable masks for our staff. We appreciate it so much!

### **Safety Precautions – Groceries**

If a resident is in need of groceries or supplies, Fareway and Hy-Vee provide delivery to Kennybrook Village. Fareway does not charge a delivery fee and you can call them with your order. Hy-Vee does charge a delivery fee and you order online through their website. If assistance is needed to order, please contact Alyssa Poland at (515) 369-3902.

Whichever way you get your groceries, we suggest picking one area to unload your groceries in your apartment. When you're done, we suggest wiping down any tables, countertops, or other surfaces that were touched by your groceries or grocery bags. It is also recommended to throw out all grocery bags.

We suggest you continue to practice good hand hygiene when handling food packages, wash your hands and/or sanitize your hands after handling the packages or before you sit down to eat any food that you might've taken out of those containers.

### **Resident Deliveries**

We are asking families to drop off groceries or other items for residents in our front entrance at a designated table. We also ask families to make limited trips by making all deliveries at the same time. Instructions are provided so each package is properly labeled with the resident's name. There is no need to knock on the door to inform the front desk, as they will be checking periodically. Employees will then deliver the items to the resident. If there are special delivery instructions, please call the front desk at (515) 369-3900.

**Window Visitors**

We understand that communicating with your loved ones is extremely important during this time. If you are visiting with your loved one from inside or outside of their window, we ask that you practice safe social distancing and do not communicate through an open window, instead use a phone.

Please remember that the Kennybrook Village team is happy to help you connect with your loved one -- either via technology, or by making sure a letter, card, or package reaches its destination.

If you wish to set up a time to Skype, Zoom, or FaceTime your loved one, please contact Lisa Quirk, Activities Director, at (515) 369-3932.

**What to Expect**

This situation is continually evolving, and we will provide additional updates as needed. Thank you for your support and understanding as we work to ensure the safety and health of those we serve.

If you have any questions please do not hesitate to reach out to Executive Director Ryan Stuck at (515) 369-3910 or Marketing Director Alyssa Poland at (515) 369-3902.