



November 16, 2020

Dear Family Member,

We hope this letter finds you well. We understand the importance of keeping our families informed, especially during these unprecedented times. The purpose of this letter is to provide you with important information and ways in which you can stay connected with your loved one.

The safety of our residents is, and always will always be, our top priority. We understand that you may have concerns about your loved one, but it is important for us to continue to restrict visitation to reduce the spread of the virus to others. We will contact you directly if your loved one is suspected or diagnosed with COVID-19. We assure you that we continue to follow the guidelines provided by the Center for Disease Control & Prevention and Department of Health guidelines.

We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or through social media. In order to assist you with staying connected to your loved one, we have the following options available:

- Electronic tablets are available for the residents to have video calls with friends and family. These calls can be arranged through our Activities Department. To schedule a video call, please contact: Janell Taylor, (717) 264-2715, extension 21010.
- You may also send a video message. If families would like to send video messages that can be played for the resident, please send video messages via email to: jtaylor@laurellakeshc.com
- You can also send a care package to your loved one. We encourage you to include a photo of the sender to be used as a memory prompt. Remember store bought goodies are permitted, but at this time, we cannot accept homemade foods. Please be sure to put the resident's name on the package.
- If you would like to arrange for a scheduled face to face visit with your loved one, we have designated areas for window visits. A phone can be provided to the resident making communication with the loved one easier. To schedule a visit, please contact: Janell Taylor, (717) 264-2715, extension 21010.

Thank you for your understanding and patience during these challenging times. For any additional questions or concerns, you may contact me directly at the number and email listed below.

Warm Regards,

Drew LeRoy
Nursing Home Administrator
Laurel Lakes Rehabilitation & Wellness Center
Phone: 717-264-2715
Email: DLeroy@Laurellakeshc.com