



March 19, 2020

Dear Families,

We would like to clear up a bit of confusion regarding communication. Family members are always welcome to call The Piper to get an update on their loved one. The only change is that we ask you call the main number, 913-400-7006, leave a message, and we will follow up with you as soon as we can.

A gentle reminder— our *nurses* cannot provide daily calls to families at this time because their focus is providing care. However, other staff may provide updates to the DPOA. That person should relay information to their family members to help us streamline the communication process. As with standard protocol, if there is an emergency, you will be notified.

Additionally, we want to work with you to further connect with your loved ones. Here are a few suggestions:

- FaceTime or Skype (see attached PDF below for more information on how this works)
- Memory Care visitors have an advantage because they are on the first level. Communicate with your Household Coordinator or House staff to determine the best way to take advantage of this.
- Drop off care packages, letters and gifts. Come to the front entrance by the lobby and our receptionist can collect items at the door. We would prefer packages to be dropped off between 9 AM and 5 PM. If it is before or after that, there is a big storage container outside our front door lobby where items can be safely placed. Call the number listed on the top so that way we know something has arrived.
- Get creative by making big posters and calling your family member to the window to show them that you miss them.

We will also be working to send weekly videos to families and updating our Facebook page with photos. Please be patient with us as we try to navigate all these changes and disruption to daily life at The Piper.

A quick reminder that residents are **not confined** to their apartments, and there will still be activities. We need to adjust to keep up with recommendations, however we encourage small groups of five or less to be out in the common areas and maintain a 6-foot distance. We will send more information on this shortly.

We are dedicated to putting the best practices in place with COVID-19 preventative measures so we can stay ahead of the curve. We aim to be as transparent with you as possible and find email is the quickest way to relay information to everyone. Updates can also be found on our website.

Sincerely,

Heather Callahan
Community Leader