



June 4, 2020

Dear Families,

We know you want to see your loved ones and for some of you, it can be tough to squeeze in a visit during the work week. Therefore, we are increasing our hours to include appointments on the weekends and one evening during the week.

Please keep in mind that these are visits still **through the lobby window and not in the building.** We continue to have a No Visitor policy at The Piper until further notice.

Here are our new visiting hours:

### **Visiting Hours**

Monday, Wednesday, Thursday, Friday: 10 AM- 12 PM and 1-3 PM (*last time slot is 2:30 PM*)

Tuesday: 10 AM-12 PM, 1-6 PM (*last time slot is 5:30 PM*)

Saturday/Sunday: 12 PM-2 PM (*last time slot is 1:30 PM*)

### **Drop Off Hours for Supplies & Gifts**

Monday- Friday 10 AM- 2 PM

Saturday 10 AM-12 PM

No drop offs on Sundays

If you have non-perishable items to be dropped off outside of the Drop Off Hours, you can leave them in the big bin outside the front door.

All visitors must maintain a 6-foot distance and wear face masks. Appointments are required at least one day in advance, in 30-minute intervals. We will not be able to schedule multiple appointments at once due to the number of families that need to visit.

For Memory Support, you will meet through the back patios. Appointments are required as well, so we can get your loved one ready for the visit.

To make an appointment, call the front desk only at 913-400-7006 between 9 AM- 5 PM and speak to a representative. Please do not leave a voicemail to set up an appointment and please do not go through your Household Coordinator, so we can better manage all the appointments in one place.

If you are waiting for your appointment but there is already a family visiting, please do not crowd around them. Also, if residents are sitting outside enjoying the fresh air, please allow ample space between you and them and remember to always wear masks around the residents.

Thank you for your continued understanding.

Sincerely,

Heather Callahan  
Community Leader