



September 30, 2020

Dear Families,

We have tested all residents and staff for COVID-19 and have 6 positive residents and 8 positive staff members. Everyone else has tested negative, although we are waiting on just a few more tests.

We used an independent lab to test the residents and staff, which allowed us to get the results back quicker than we might have through the state. We are continuing to notify families of the test results. **If you have not received a call yet, please bear with us as we are trying to communicate with many family members along with staff. The families of positive residents have been notified.**

We are aware there is an incubation period for the virus. Therefore, we will be retesting everyone next Monday, as required by the state. If someone exhibits COVID-19 symptoms, we will not hesitate to test them immediately.

As we mentioned in the last email, we are wearing PPE when providing patient care. Staff in certain houses are required to wear N95 masks. All staff at The Piper, regardless of whether they are providing patient care or not, are now required to wear face shields over their masks.

We have had some commonly asked questions and other topics we would like to address as well:

- Residents in Memory Care are not required to stay in their apartments. It is extremely difficult to do that, so staff are encouraged to keep distance between residents when they are in the common spaces or having meals.
- Window visits and drop offs are currently suspended. If something must be dropped off, please use the bin outside the front door. If there is an emergency or a medication to be delivered, coordinate with us by calling the main office, 913-400-7006.
- Please do not order in food or drop off perishable items for residents right now. Staff are required to stay on their houses for the duration of their shift, and the front desk representatives are not allowed to go into the houses. Therefore, it is difficult to deliver food items in a timely manner.
- Our focus is on providing essential services to residents, such as help with all activities of daily living, personal hygiene, toileting, medications, nutrition and hydration, laundry, and

housekeeping. At this time, we need to put nonessential concerns on hold so we can continue to take care of your loved ones.

- We notify each resident's power of attorney of test results and frequently send out mass emails with pertinent information. However, we continue to receive calls from multiple family members of the same resident. Due to the number of residents here at The Piper, we do not have the capacity to call all family members, but just the DPOAs. Please relay relevant information to all of your siblings or relatives. If someone would like to be added to our mass email list, reply to this message with an email address.

We take this pandemic very seriously and it involves a lot of moving parts. We aim to stay as transparent with you as possible. Our goal is to keep everyone safe and healthy, while containing the virus and preventing it from spreading. Please continue to trust that we will do what is necessary and what is right to protect your loved ones.

Sincerely,

Courtney Kabot
Director of Marketing