

April 6, 2020

To: Arbutus Family Members  
From: Rick Wilson, Administrator  
Re: Temporary Measures

I want to give you another update, as things are changing daily. Please know that the decisions Arbutus is making are mostly dictated by the Pennsylvania Department of Health and the Centers for Disease Control. They are all made with the safety of our residents in mind. Effective with the date above, the following TEMPORARY protocols are put in place:

- Families should stop doing their resident's laundry. Arbutus will begin temporarily doing all laundry in-house. Please do not pick up and drop off clothes until further notice.
- Any medical supplies (incontinence products, etc.) provided by families must be delivered between the hours of 8:00am and 2:00pm, Monday through Friday. Please pull to the back of the Manor by the maintenance area to drop off the supplies.
- We ask that family members be very selective on what packages they bring for their family members. We must hold all packages for 72 hours because of the possible transmission of the COVID-19 virus. The best practice is to not bring in anything for the residents. We will try to provide everything our residents need. If there is something special your loved one likes, please call us and we will attempt to provide them with it.
- For Easter, our Activities Department are working on something for Good Friday and providing the residents with Easter treats.

As of the date of this memo, Arbutus does not have a positive case of the COVID-19 virus in our building. We are continually taking every precaution possible to protect our residents and keep them safe. We know this is difficult for you also, but please bear with us as we battle this pandemic together.