



Rehabilitation ~ Post Acute Care ~ Adult Day Health ~ Residential Care

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D.J. Raux, Executive Director

www.crousecommunity.com

March 12, 2020

Dear Family and Friends:

RE: RESTRICTION OF ALL NON-ESSENTIAL VISITATION:

As you are aware, as each day passes more and more information is coming out about the Coronavirus (COVID-19) and the impact on society. What hasn't changed though is how deadly this virus can be to the population Crouse Community serves and your loved one. With that being said, we have made the difficult decision to **BAN all** non-essential visitation to Crouse Community Center effective 3/13/2020 until further notice. This includes taking residents out of our building to anything other than a Doctor's appointment.

If there is a change of condition that warrants your loved one to have visitors, we will call you to alert you. Remember, because you are out in the community at shopping centers, malls, gyms, meetings, sporting events, work settings, etc., you just can't be sure if you are in contact with individuals who have the COVID-19 virus. You may not even know you have this virus thinking you have only a simple cold (or NO symptoms at all!) but if you transfer the virus to your loved one or any other vulnerable person it could be deadly. We have to be safe and protect the residents here at Crouse Community Center.

Many of your loved ones do have personal phones that you can call them on, if they don't you can call our main line 315-684-9595 to speak to them. We have set up an email address family@crousecommunity.com to accept emails for residents (please put resident name in subject line) and we will print off and deliver it to your resident unread. We are also working on videoconferencing access if you are interested in that.

We have let all residents know what is happening with this virus and about the restriction on all visitors. Our staff will be looking to see how the residents are doing emotionally and will alert you if they need anything from you, especially if that is a simple phone call from you.

I do not know how long of a time period this restriction will be for. I am hoping no more than two weeks, but cannot know what the future holds. In the meantime, keep yourself safe, wash your hands, keep personal space from others, and assume everyone around you has the virus with no symptoms!

Sincerely,

DJ Raux

Executive Director



ATTENTION VISITORS

IN LIEU OF THE SPREAD OF THE COVID-19
(CORONAVIRUS) IN NEW YORK STATE

TO SAFEGUARD OUR RESIDENTS AND TO PREVENT THE
SPREAD WITHIN CROUSE COMMUNITY CENTER

**ALL VISITORS ARE DENIED ACCESS
TO THE FACILITY**

TO COMMUNICATE WITH YOUR LOVED ONE,
YOU CAN CALL CCC AT (315) 684-9595,
EMAIL FAMILIES@CROUSECOMMUNITY.COM
OR CALL YOUR FAMILY MEMBER VIA
HIS/HER PERSONAL PHONE

Thank you for your cooperation and understanding