



CHICAGO
SCOTS

CALEDONIA
SENIOR LIVING & MEMORY CARE

March 25th, 2020

During this incredibly difficult time we are committed to not just an ***abundance of caution*** but an ***abundance of empathy*** for residents, their loved ones and our staff.

Our commitment to an abundance of caution drives us to make sure that we are not only following recommendations and guidelines from the CDC and IDPH, but constantly evaluating what else can be done to protect everyone within our community. This means residents and staff are living and working on a campus where change is much more frequent than ever before, and we are committed to being transparent with everyone as we implement those changes updating you as close to real time as possible without compromising our ability to respond to any recommendations nimbly. Our commitment to an abundance of empathy ensures that we think through each recommendation and guideline with consideration to all the implications for residents, staff and families. We want to make sure that we are thoughtful as to the potential impact on an individual's emotional well-being as well physical health and safety.

Today and tomorrow we are getting ready to welcome three of our residents back home to our campus. These individuals have been away at local hospitals for reasons unrelated to the virus. None of these residents are displaying any symptoms of COVID-19 but they will be sheltering in place in isolation for 14 days as a precaution before returning to their permanent residences on our campus. In preparation for their homecoming, we made the decision to vacate the McMillan wing for the purpose of their isolation. While we would prefer not to uproot McMillan residents and relocate them it became very clear to us that it would provide the most protection for the other residents and staff on our campus to be able to use McMillan as a dedicated isolation wing – especially given its location away from other parts of our campus. By the end of the day tomorrow all McMillan residents will have been moved temporarily to the Georgeson wing or Sheltered Care. All families were contacted yesterday and today before we started moving residents. Today we also held town hall discussions with our staff so that they are ready to care for the 3 residents on isolation.

Another big change for our campus is even further reducing the number of people that come here every day. At this time, only “essential employees” are on campus and all others are working remotely. We have also split our senior leadership team so that two are working remotely and two are on campus. It's a time for contingency plans and this is part of our plan to make sure that there is always leadership available for residents and staff. We have a much more extensive questionnaire that the few remaining visitors and all staff and agency staff are completing every day as well as multiple temperature checks. One of the biggest changes for residents is that effective immediately we won't be

able to provide beauty shop services as that position is now considered non-essential and can't be done with social distancing. We know that many residents really enjoy their hair appointments and it saddens us to have to make this decision. We look forward to everyone getting a new hair-do when our community reopens again.

In the last couple of days we have received new guidelines for how we provide meal service and we have had a lot of conversations to determine how we can provide the required significant social distancing while fulfilling the need for companionship. In Sheltered Care, residents are now dining with just one other person at their table and in Skilled Nursing we have created smaller dining environments with again just two people at a table utilizing some of the little sitting nooks in the hallways to reduce the number of people eating in the dining room. We are also continuing to provide meals to those who would prefer to eat in their rooms.

We are now quarantining incoming mail, packages and dropped off supplies from loved ones for three days so please allow for that timing if you are planning on bringing or sending things. If there is an urgent need please call reception first and we will accommodate. By allowing items to be "quarantined" for three days we eliminate the need for us to use supplies and staff time to spray everything down.

While we still welcome dropped off treats for loved ones and staff at this time we have to require that only restaurant prepared hot food items or non-perishable, packaged, store-bought goods can be brought in.

Many of you have reached out to video chat with your loved one and we welcome that! If you are interested in video chatting, please call the receptionist for The Scottish Home or the MacLean House directly for those residents and let them know some times of day that work best for you and we will do our best to accommodate. We are currently using FaceTime and Facebook Messenger. To find us on Facebook Messenger please look for the contact Caledonia LifeEnrichment and send us a message first. We are looking into adding other programs too. We are in need of a couple more iPads specifically for the Scottish Home. If you have an old one that you are willing to donate please let us know – it will only be used for these type of calls.

Many of you have so kindly asked us how you can help during this difficult time. We will be sending out another message in the next day or two to all families and Chicago Scots members with some suggestions but for now please know your understanding, your compliance with the difficult rules we have had to put in place and your positive thoughts are a tremendous help to us. We understand how difficult it is for you to not see your loved ones and to trust us to continue to provide the care they need and we look forward to the day we can welcome everyone back to our campus.