



414 S. Wesley Ave., Mt. Morris, IL 61054  
815-734-4103

April 22, 2020

Dear resident/resident representative,

It is hard to believe that it's been just six weeks since the lives of our residents, staff and residents' family and friends were upended by COVID-19. During the entirety of the COVID-19 public health emergency, the dedicated staff of Pinecrest Community have taken extraordinary measures to ensure the safety of all our residents and staff.

The well-being of our residents has always been our highest priority and we continue to follow the guidance provided by the Centers for Disease Control and Prevention (CDC), the Centers for Medicare and Medicaid Services (CMS), the Illinois Department of Public Health (IDPH) and our local health department.

Measures that we continue to follow include:

- No visitors in Pinecrest Manor. Limited exceptions are made for immediate family of Hospice patients or residents who are actively dying or on a case-by-case basis for psych/social reasons.
- Only vendors that are medically necessary or for an emergent need are allowed in Pinecrest Manor.
- All entrances are locked to control access to the buildings. Anyone who is allowed to enter the building must take their temperature, answer a symptoms questionnaire, sign a visitor log and use hand sanitizer and a procedural mask.
- All group activities, congregate dining, and traditional chapel services have been suspended. Activities and religious services where residents can be socially distanced are planned and participation is encouraged.
- The beauty/barber shop is closed.
- Resident temperatures and respiratory status are checked twice daily.
- Residents who must leave the building for a medically necessary appointment will wear a mask while out of the building and will be assisted with a shower and change of clothes immediately upon their return.
- Physician visits are occurring through telemedicine (remote) visits.
- Additional cleaning and disinfecting is performed on high-touch areas throughout the facility.
- Continuing education for all staff on proper hand washing, infection control procedures and appropriate use of Personal Protective Equipment (PPE) has been provided.
- Pinecrest Village and Grove residents are encouraged to follow the Governor's Stay-at-Home order and should only allow someone in to their home if they are providing a medically necessary service.
- All employees take their temperature and answer symptom screening questions prior to the start of their shift. Employees with any symptom of illness do not work and must be cleared by the Infection Preventionist prior to returning to work. All employees are wearing cloth masks throughout their day.

- Employees are provided with a cloth mask to take home at the end of their shift and are encouraged to wear it if they must go out for essential items. Employees are encouraged to have another member of their household take care of essential errands if possible.
- Wing 4 has been established as an area for observation of new admissions from the hospital as well as an area to cohort residents with a fever and/or respiratory symptoms until test results are obtained. Residents in this area are on droplet precautions for a minimum of seven days. After seven days, if they have no symptoms they are moved from this unit to another area of the building. Wing 4 has dedicated staff that only work on this unit and appropriate PPE for staff use is provided.
- The Grove Community Center building remains open for outpatient therapy, the chiropractor office and curbside delivery of Jen's Artisan Breads. All other aspects of the community center remain closed.

As of this writing, Pinecrest is a COVID-naïve facility which means that we have not had any case of the virus among our residents or staff. The Pinecrest team has been working very hard to keep COVID-19 out of our community. If in the very unfortunate circumstance that one of our residents or staff would become infected with COVID-19, we want you to know our plan for communication. We would immediately notify all residents, resident representatives (or Power of Attorney for Health Care), and staff if any resident or staff tests positive for COVID-19. Because of the importance of quick communication, you would receive a telephone call from a Pinecrest representative who would share this information. Please understand that we continue to have a responsibility to protect the resident or staff member's personal health information, so we will not disclose the name, unit or room number of anyone who tests positive and will only disclose information as directed by our local health department. The phone communication would be followed with written communication regarding a positive case in our community. We would also be working in concert with Ogle County Health Department and IDPH as well as the CDC to control and limit any spread of the virus.

Some family members have been visiting with residents through their windows and that is encouraged, but we have a few safety measures we would like to ask you to follow. It is best to notify nursing staff of a planned visit so that the resident can be assisted to the window to prevent falls. Please make sure that you are visiting the correct window so that other residents' privacy is protected. Staff can assist you with locating the correct window. Please refrain from having the resident open the window. If your loved one cannot hear you through the window, please use a cell phone to call and talk on the phone while at the window. Opening the window could unintentionally expose all of our residents to the virus.

We thank you for the adjustments you have had to make to help us keep your loved ones safe. We know that it is difficult to be separated from your loved one! Please know that we are loving them and caring for them in your absence. If you have any questions about the information in this letter, please do not hesitate to call or email me at [flabash@pinecrestcommunity.org](mailto:flabash@pinecrestcommunity.org). You may also contact Jolene LeClere, Administrator of Health Services, at 815-734-4103 or email [jleclere@pinecrestcommunity.org](mailto:jleclere@pinecrestcommunity.org).

Thank you for your continued support and prayers for the safety of our residents and staff. Together we are stronger!

Sincerely,



Ferol J. Labash  
Chief Executive Officer