



SILVERADO Belmont Hills Updates

October 30, 2020

Dear Silverado Families,

Happy fall and Happy almost Halloween.

Our community continues to be COVID-19 free. We continue to test 25% of our associates weekly.

Visits continue to be Tuesday through Friday and on Sundays. We ask you to call the front desk and schedule a visit the weekend in advance for the upcoming week. We are trying to be fair and consistent to all Silverado residents and their loved ones.

For visits please drive past the front lobby and turn left, you will see the visiting area for family. An associate will assist you with the head set and answer any questions you may have for your visit. Please be on time and visits are limited to 30 minutes, which allows us time to sanitize both resident and family areas in between visits. Some residents and families are utilizing a fence visit, if a resident has difficulty sitting and hearing.

Visit times are at 10:00am, 11:00am, 1:30pm, 2:30pm and 3:30pm. Face Time, Zoom calls and telephone calls remain available. Please continue to contact the front desk to schedule.

Change in Scheduling Visits

Due to tomorrow being Halloween we have some festivities planned so please note:

The front desk will start scheduling visits again on Sunday, November 1, 2020 after 3:30pm. Please be patient with the front desk associates. They will do their best to answer the phones and get you scheduled.

There are times when we will accommodate an out of town visitor. If you call exactly at 3:30pm and your preferred time is taken, this may be why.

Please note that we have some families that are visiting weekly and the visits have been booked based on the first caller getting through. I feel like I'm back in the days of hoping to get concert tickets and dialing "Ticket Master!" – Now everyone knows how old I am. That being said, we may ask a family to be put on a wait list, so we can accommodate families who don't have a chance to visit as often. The first few weeks we reopened visits we had some spaces, but visits are filling up more quickly. We do understand many families want to see their loved one as much as they can. With the cold weather coming, we are looking at options to weather proof our outdoor areas. One family suggested electric heaters which would be safer than the propane we were using if we had some kind of tent. Most agree that outdoor visits with Plexiglass and safer than an indoor visit. I appreciate any suggestions as we work to accommodate visits as winter is coming.....



We are working with Department of Social Services, San Mateo Public Health Department and Silverado to determine if we will make any changes to our visiting protocols. I know some families would like an indoor visit and the ability to touch their loved ones, but we are weighing the risks and confirming if that is even approved in our county. We have been advised by Silverado home office that they are meeting with the Department of Social Services at the State level next week and I will have some updated information next Friday.

Please know we are so thankful to not have COVID-19 in our community and are working to keep it that way!

Family Council Update:

To obtain meeting connection information and/or to be added to our Master Contact List for Family Council communications, please contact us at:

familycouncilsilveradobelmont@gmail.com

*** FYI * Next Month's General Meeting is: Saturday, November 21, 2020 - 10:30-12:00PM**

(Family Council General Meetings are typically held on the 3rd Saturday of every month, unless otherwise noted)

Thank you all for your continued support. I truly appreciate it and wish you all a safe and healthy week.

Remember to VOTE, if you haven't already.

As always if you have any questions, please feel free to contact me.

Sincerely,

Joan Newman

Administrator

Email - joan.newman@silverado.com