



## SILVERADO Belmont Hills Updates

*November 13, 2020*

Dear Silverado Families,

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

In the spirit of transparency I want to inform you we have one male resident who has presented with a red rash that has been diagnosed via a photograph to be scabies. The resident in question has received treatment. His roommate was treated, as a preventative measure even though he does not have a rash or symptoms. We have informed both responsible parties for these residents. All other residents in the neighborhood have had skin checks and there are no signs or symptoms. The neighborhood has been cleaned following Silverado protocols. We will continue to monitor all residents for signs or symptoms and if anything develops we will inform the appropriate responsible parties.

Please remember if you ever have any clinical questions or concerns about the care of your loved one, please email Glynis, our Director of Health Services or call her and she will respond. Her email is [Glynis.marcantel@silverado.com](mailto:Glynis.marcantel@silverado.com)

For this week, visits continue to be Tuesday through Friday and on Sundays. We ask you to call the front desk and schedule a visit the Saturday of the upcoming week. We are attempting to be fair and consistent with all Silverado residents and their loved ones.

As I shared in my November 10<sup>th</sup> update indoor visits are an option. We appreciate everyone's flexibility as we manage through ongoing changes with visitation options and all things COVID-19 related.

For all visits scheduled this week, please come to the front lobby door for assistance as we determine which area is best 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/or 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.

**The front desk will start scheduling visits again on Saturday, November 14, 2020 after 2:00pm. Please be patient with the front desk associates. They will do their best to answer the phones and get you scheduled.**

For Thanksgiving week, we are adding additional visit days and times. Scheduling will start next Saturday, November 21, 2020. Details to follow in next Friday's update.



Please know, Silverado will be having a traditional Thanksgiving meal for all our residents and associates who are working on Thursday, November 26, 2020. We will not provide visits on Thanksgiving Day so our associates can concentrate on our residents and celebrate together.

Our engagement team will take photos and share with families who have allowed their loved ones to be photographed.

I am attaching our annual holiday letter which is a longstanding Silverado tradition.

### **Family Council Update:**

#### **Family Council @ Silverado Belmont-Hills Update:**

*(this group is run independently of Silverado Belmont-Hills, family members and Resident Representatives advocating for the care of our residents)*

**\*Reminder\* November's General Meeting is next week Saturday!**

**Saturday, 11/21/2020, 10:30-12:00PM**

*(via Zoom or direct dialing call-in)*

We hope you are able to join us!

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](mailto:familycouncilsilveradobelmont@gmail.com)

**\* FYI - Next Month's General Meeting: Saturday, December 19, 2020 - 10:30-12:00PM**

**(Typically held on the 3rd Saturday of every month, unless otherwise noted)**

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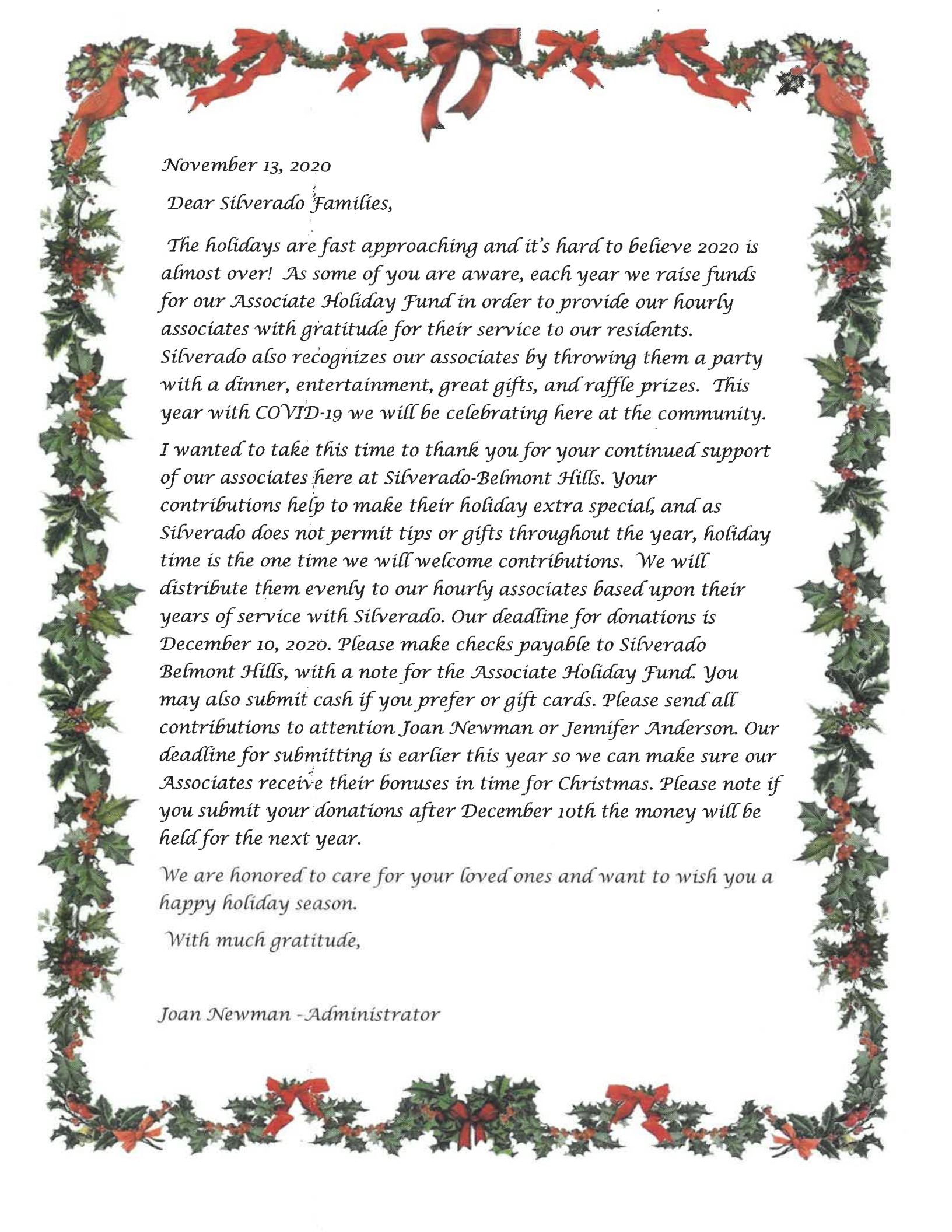
As always if you have any questions, please feel free to contact me. Have a safe week everyone.

Sincerely,

Joan Newman

Administrator

Email - [joan.newman@silverado.com](mailto:joan.newman@silverado.com)



*November 13, 2020*

*Dear Silverado Families,*

*The holidays are fast approaching and it's hard to believe 2020 is almost over! As some of you are aware, each year we raise funds for our Associate Holiday Fund in order to provide our hourly associates with gratitude for their service to our residents.*

*Silverado also recognizes our associates by throwing them a party with a dinner, entertainment, great gifts, and raffle prizes. This year with COVID-19 we will be celebrating here at the community.*

*I wanted to take this time to thank you for your continued support of our associates here at Silverado-Belmont Hills. Your contributions help to make their holiday extra special, and as Silverado does not permit tips or gifts throughout the year, holiday time is the one time we will welcome contributions. We will distribute them evenly to our hourly associates based upon their years of service with Silverado. Our deadline for donations is December 10, 2020. Please make checks payable to Silverado Belmont Hills, with a note for the Associate Holiday Fund. You may also submit cash if you prefer or gift cards. Please send all contributions to attention Joan Newman or Jennifer Anderson. Our deadline for submitting is earlier this year so we can make sure our Associates receive their bonuses in time for Christmas. Please note if you submit your donations after December 10th the money will be held for the next year.*

*We are honored to care for your loved ones and want to wish you a happy holiday season.*

*With much gratitude,*

*Joan Newman - Administrator*