



SILVERADO Belmont Hills Updates

November 20, 2020

Dear Silverado Families,

Happy Thanksgiving week. For Thanksgiving week only we have adjusted the number of visits, days and times to accommodate the maximum number of visits possible. Visits can be scheduled Monday, 11/23, Tuesday, 11/24, Wednesday, 11/25, Friday, 11/27 and on Sunday, 11/29.

We will not have visits on Thanksgiving Day so our associates can concentrate on our residents and celebrate together.

We are currently in the red zone in San Mateo County; however we have not been notified of any changes to our current visiting protocols. If this changes, I will advise all responsible parties through email. As long as we continue to keep COVID-19 out of our community, have adequate staffing, and follow San Mateo county, Department of Public Health and Silverado policies we are able to continue visits.

Currently 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.

Front desk staff will call families the night before to confirm your upcoming visit. For all visits scheduled this upcoming week, please come to the front lobby door for assistance as we determine which area is best for your visit. Some resident and families are utilizing fence visits, if a resident has difficulty sitting and/or hearing.

Please be on time. Visits are limited to 30 minutes, which allows us time to sanitize both resident and family areas in between visits.

The front desk will start scheduling visits again on Saturday, November 21, 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.

Please know, Silverado will be having a traditional Thanksgiving meal for all our residents and associates who are working on Thursday, November 26, 2020. Our engagement team will take photos and share with families who have allowed their loved ones to be photographed.

As you visit during Thanksgiving week, please be sure to pick up a Pumpkin Pie, compliments of Silverado, to enjoy during this pandemic inspired Thanksgiving ☺ Front desk will have details of pick up area.



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 this 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

*** 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)

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