



## **SILVERADO Belmont Hills Updates**

*March 3, 2021*

Dear Silverado Families,

Excited to share, our community is COVID-19 free. The final round of all resident and associate COVID-19 tests have been completed and were negative! Therefore, we are re-opening outdoor visitation. Visitation schedules will be flexible based on weather permitting outdoor visits and associate availability. We know the majority of you want to see your loved one again soon. We will do our best to accommodate multiple visitors at the same time.

We will start outdoor visits on Friday, March 5, 2021.

We ask you to call the front desk and schedule a visit tomorrow morning, March 4, 2021 after 9:00am. We are trying to be fair and consistent with all Silverado residents and their loved ones. Please be patient with the reception associates as they will do their best to get the phone answered and your visit scheduled.

Plan to come into the lobby and have your temperature taken, complete a brief health screening, and we will escort you to your visiting area. Visiting areas will be determined by the weather and by the neighborhood your loved one lives in.

This week visits are Friday, March 5, 2021 through Sunday, March 7, 2021 and times are 1:30pm, 2:15pm, 3:00pm and 3:45pm. We can accommodate up to four family visits at a time.

Visits are limited to 30 minutes and a maximum of three visitors per resident. We are scheduling one visit per week per resident. No one under twelve is allowed. If you have been vaccinated completely, please let the front desk know. We would like to have a copy of vaccine information for our records, but it is currently not a requirement. Visiting days and times are subject to change. I will be sending information on the next visits as soon as we see how this new first group of visits worked out.

Face Time, Zoom calls and telephone calls remain available. Please continue to contact the front desk to schedule.

As we continue to follow San Mateo County Public Health (SMCPH), Department of Social Services (DSS) and Silverado policies, please know you may take your loved one out of the community. If it is for less than 24 hours, they stay with you wearing a mask, social distancing, etc... they may return to their own room and continue their regular regimen. These new rules include doctor visits, emergency room visits or spending the afternoon at your home. We are not encouraging these types of outing; however, it has been a year since many of you have spent significant time with your loved ones and we understand your situation and we hope you understand ours.

We will continue to monitor county updates and guidelines. We are currently required to conduct COVID-19 prevalence testing on 25% of our associates weekly and no residents unless symptoms occur for a resident. We will continue to offer visitation based on continued negative testing results. Our



ultimate goal is to have families visit their loved ones back in their neighborhoods. We plan to have a celebration scheduled at that time!

Please remember all associates at Silverado are required to be vaccinated or be scheduled to be vaccinated no later than March 8, 2021. While we did lose some associates because of this, I believe vaccine requirements were the best decision for our residents and our associates. We are also requiring all vendors who spend significant time in our community to be vaccinated. This includes our outside landscape vendors, HVAC vendors and various hospice and home health associates.

We have received requests for private, 1:1 caregivers to provide services for our residents. Per Silverado policy these caregivers must be part of an approved/certified agency. Examples include HCA, Beacon, Best Home Care, etc. They are required to have a completed background check, TB test and the COVID-19 vaccine. We will associate these individuals with Silverado Belmont Hills through Department of Social Services. Please email Glynis at [Glynis.Marcantel@silverado.com](mailto:Glynis.Marcantel@silverado.com) if you would like to discuss a 1:1 caregiver. We can provide you with suggested approved vendors.

Thank you all for your support during these past few months and frankly the entire year. I was told that it has been exactly one year to the day that Belmont Hills closed the community due to the COVID-19 pandemic. We have lost so much, residents, spouses, parents, friends and the way we went about our daily lives. We have been through the worse and I believe we have brighter days ahead.

With love and gratitude,

Joan Newman

Administrator

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