



Dear Residents and Responsible Parties of Presbyterian Village at North Church:

We are all aware of the risk of coronavirus, as we work with older adults who are a vulnerable population we ask you DO NOT come into any of our communities if you are sick. **We strongly discourage residents from gathering in groups. We strongly discourage any outside visitors from entering our buildings. Any deliveries or visitors coming Monday through Friday from 8a-4p must be screened by the office. Please also note, all staff will be screened upon entry. If you are in need of pastoral care, our chaplain Beth Hennessy is available at 716-697-0919.** Additionally, please note the important following information provided by the Center for Disease Control ([cdc.gov/COVID19](https://www.cdc.gov/COVID19)).

- Avoid close contact with folks who are sick, 6 feet is the recommended distance to stay away
- Cover your cough or sneeze with a tissue then throw in the trash
- Avoid touching eyes, nose and mouth
- Clean and disinfect frequently touched objects and surfaces
- STAY HOME WHEN YOU ARE SICK EXCEPT TO GET MEDICAL CARE
- Wash your hands often with soap and water for at least 20 seconds
- Call your provider before going to the office, medical facilities, or the emergency room

Additionally, we want to assure all of you that Presbyterian Senior Care of WNY has prevention protocols in place to protect the health and safety of our residents, staff and visitors. **We are following the standard protocols outlined by the Centers for Disease Control and Prevention and the NYS Department of Health. These are the same strategies we use every day to detect and prevent the spread of respiratory viruses including influenza and the coronavirus.** Below are examples of the recommended actions from the NYS Department of Health that help prevent the introduction and spread of respiratory illness:

- Post signs at entrance instructing visitors not to visit if experiencing fever and respiratory symptoms
- Support hand and respiratory hygiene and cough etiquette
- Keep residents and employees informed and updated
- Monitor residents and staff for any sign/symptoms of fever and/or respiratory illness

Rest assured that we will continue planning and preparing for any contingency as the coronavirus situation evolves. We will provide additional updates as they become available. If you have any questions, please contact me at 716-631-0123.

Sincerely,

Karin Ziegler

Karin Ziegler, President/CEO