

Re: Teleconferencing



March 16, 2020

Dear ECH Family Members,

ESLC, under the guidance of NYS Department of Health, is continuing to restrict all visitors. As a reminder this means we *will prohibit all visitation except for extreme circumstances such as an end-of-life situations or where a lack of visitation will result in severe social-emotional distress, or when family members need training for discharge from short-term rehab. Necessary healthcare support may also enter.* In all cases, visitors are limited to 2 at a time, per resident.

New Information (March 16, 2020)

In attempt to keep you connected with your loved ones, we will facilitate teleconference conversations between 10:00 a.m. – 4:00 p.m. on weekdays, beginning Wednesday, March 18, for those interested. If you are interested, please contact Jennifer Rougeux at (585) 546-8439 x3160 or jrougeux@EpiscopalSeniorLife.org. We are asking families to limit requests to 2 times per week for 15 minutes per session.

Also, at this point, we are continuing to receive care packages for residents – if you drop them off at the front, we will deliver them to your loved one.

Lastly, we will host a weekly conference call to provide updates. The first call will be: Wednesday, March 18, 2020 @ 12:00 p.m. To participate in the call:

- Dial in United States: [+1 \(312\) 757-3121](tel:+13127573121)
- Access Code: 847-361-053

If you would like to submit a question ahead of time, please email COVID19@EpiscopalSeniorLife.org.

We thank you for your understanding and support while we work diligently in keeping your loved one safe and healthy.

Sincerely,

A handwritten signature in black ink that reads "Amanda Teugeman". The signature is written in a cursive, flowing style.

Amanda Teugeman
Vice President of Healthcare Services