



April 15, 2020

Dear Family Members and Friends of the CCC,

In recent weeks, photos have circulated on social media about loved ones looking through windows of various skilled-nursing facilities in an effort to connect with residents. Here at the M.M. Ewing Continuing Care Center, we encourage you to find other means of staying in touch with your loved ones.

We have a supply of iPads available for up close and personal FaceTime conversations. You may also set up a Zoom meeting, allowing multiple people to video conference at once, or simply phone your loved one directly. Our staff will be happy to facilitate these options. We have online Health-E-Grams too. Go to www.thompsonhealth.com, click on Senior Living, then M.M. Ewing Continuing Care Center, and look for the Health-E-Gram link on the right side of the page. Type your message into the online form and our staff will deliver these messages daily. The CCC is also still accepting flower and care package deliveries.

We understand maintaining communication is critically important but consider that our residents may find it distressing and confusing to see their loved one through a window, not understanding why they're outside or why they can't touch them. We also need to protect residents' privacy, as people coming to visit may walk past multiple windows while searching for the correct one. This is our residents' home and we must remain respectful of their rights.

While we understand digital connections are not ideal, these options best align with our #1 priority, which is to keep all of our residents and staff healthy throughout the COVID-19 crisis. Our weekly update phone calls will continue. And in the meantime, know we are doing all we can to protect your loved one during this difficult time.

Please call me at 585-396-6044 or email amy.daly@thompsonhealth.org if you have any questions or concerns. Thank you for your ongoing support.

Best wishes,

Amy Daly, LNHA, MA
Vice President, Long-Term Care
M.M. Ewing Continuing Care Center