



April 21, 2020

Dear Cedar Community residents and family members,

We hope you had a blessed Easter. We certainly did here at Cedar Community. We had many fun and meaningful events and special treats for our residents. Our team continues to work hard to keep our residents busy throughout the day.

Cedar Community continues to follow the strict guidance of federal, state, and local health officials to protect our vulnerable population. We remain under "lockdown" and visitation restrictions continue. We screen all team members when they report to work, and residents and team members are wearing personal protective equipment (PPE) as part of our COVID-19 precautions.

You may have heard about the State of Wisconsin Board on Aging and Long Term Care memo from April 13th saying that "window visits" were no longer allowed. However, on April 14th, they revised the memo to clarify that stopping the "window visits" was an attempt to respond to many complaints of individuals visiting long-term care residents outside of the windows who were having contact such as kissing through a screen, hugging through an open window, and not maintaining social distancing. The memo was also in an attempt to respond to concerns for residents with dementia who are confused when visitors they do not know may be looking inside their windows, or visiting at nighttime.

The residents that call Cedar Community home are a high-risk group, and we would like to remind all residents and family members about Governor Tony Evers' "Safer at Home" order. If you decide to make a window visit, we require that windows remain closed to prevent putting our community at risk. We ask that any visitors comply with social distancing recommendations, consider facial coverings and stay six feet apart. We also ask that you remain aware of your presence—it can be alarming to have people walking around outside of your bedroom window. Please be respectful of the time of day and noise level.

Alternatives to window visits are recommended, and can be facilitated by Cedar Community:

- Connect Virtually (Cedar Community can help with FaceTime or Zoom virtual visits)
- Send extra cards, notes, postcards
- Phone calls

We recognize that these orders make your ability to connect with your loved ones challenging. We continue to pray we all remain healthy, and we remain hopeful for the time when we can all return to our normal lives.

Sincerely,

A handwritten signature in black ink, appearing to read "Lynn W. Olson", with a long horizontal flourish extending to the right.

Lynn W. Olson
Chief Executive Officer