



To the Families of KenCrest,

We hope this update finds you and your loved ones well! Creating environments that embrace inclusion and active family involvement, have been core values of KenCrest's culture and mission for over a century. COVID -19 placed our organization in a very challenging position, and we can't recall a time in our history where we've ever limited community participation, or family and friends from visiting their loved ones. Although the pandemic is not over, we are doing our best to create a safe environment for those we support and our staff; while we are preparing for our reintegration into the community, and for family and friends to start visiting again. At this time all of community participation adult day programs are developing protocols for reopening.

Our new family visitation policy will take effect on June 20th, 2020 and may be revised at any time—based on guidance from state authorities, health departments, and at our agency's discretion.

KenCrest has been fortunate to have very few cases of COVID-19. Any home where there is a confirmed or suspected case will be removed from the list of homes which can receive guests. To continue to keep cases low and those we support—as well as staff—we are managing and planning out all external contacts, and keeping them to a minimum. **Homes which fall into the CDC definition of “vulnerable persons” will not be accepting visitors.**

All visits must be scheduled seven (7) days in advance, please contact the Program Manager to discuss the status of the home since they will have the most up-to-date information on the status of the home(s) your loved one(s) reside in. During the phone call the protocols listed below will be reviewed. Any violation of these scheduling terms, or of the visitation protocols, will result in the termination of the visit. All visits will be monitored by KenCrest Direct Support Professionals in fifteen minute increments, to ensure that visitation protocols are being followed.

We know that many families are anxious to spend time with their loved ones, and return to their former visiting routines. We greatly appreciate your support in helping us to keep all members of the KenCrest family safe, as we attempt to reconnect the people we support with the people that love them so dearly. Your partnership and cooperation is pivotal in accomplishing our mission; our adherence to the “new normal” is the first of many steps to recreating our inclusive environment.

If you have any questions, please contact us at safety4kc@kencrest.org, or call the COVID hotline number at **833-329-4333**. Thank you and be safe!

Sincerest Regards,

A handwritten signature in cursive script that reads "Rosemarie Kehoe".

Rosemarie Kehoe
Executive Director of Health Services