



Thursday, June 18, 2020

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 our community participation adult day programs will remain closed.

Our new family visitation policy will take effect on June 22nd, 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 Community Living, Community Medical homes, Children's Intermediate Care Facility (ICF) homes, or Lifesharing home where there is a confirmed or suspected case, the location 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—healthy, 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 follow the directive that pertains to your loved one:

1. If your loved one resides in one of KenCrest's Community Living homes, please contact the **Program Manager** to discuss the status of the home, and follow the protocols outlined below.
2. If your loved one resides in one of KenCrest's Lifesharing homes please contact the **Personal Outcome Champion** to discuss the status of the home, and follow the protocols outlined below.
3. If your loved one resides in one of KenCrest's Community Medical homes or a Children's Intermediate Care Facility (ICF) home, please contact the **Nurse House Manager** to discuss the status of the home, and follow the protocols outlined below.

You must speak with the one of the aforementioned team members to schedule your visit; they will have the most up-to-date information on the status of the home(s) your loved one(s) reside in. 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, nurses, or the Lifesharing family member 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,

Rose Kehoe

Rosemarie Kehoe
Executive Director of Health Services