

SUNNYSIDE MANOR

The Area's Premier Family Owned & Operated Senior Living Community

September 25, 2020

Dear Sunnyside Manor Residents, Families and Resident Representatives,

We are pleased with the progress we are seeing as we move through the phases of reopening. The efforts of the New Jersey Health Care Association, the New Jersey Department of Health and the staff at Sunnyside Manor are coming together, which is good news for everyone. We all acknowledge the toll that this pandemic has had on our residents, family members, and our staff. As we have seemingly stemmed the tide of COVID-19 in New Jersey, we are able to move away from the crisis mode we've been living and toward measures that allow a greater focus on improvements to the quality of life from an emotional and mental health perspective.

Outdoor visits have allowed our residents to connect with loved ones and distanced dining has allowed residents to connect with each other. These have been significant steps in the right direction. Essential Caregiver visits, which have just started, allow a loved one to assist with the care of a resident and help meet his or her physical and environmental concerns and preferences. We have recently established protocols for Compassionate Visits, which might occur if an exceptional event takes place in a resident's life or if a resident is experiencing an adverse mental or emotional change in condition. As you might assume, there are restrictions in place for these types of visits and these visits are required to be nonroutine.

Unfortunately, New Jersey is not yet in a safe enough place that allows routine or social visits from our residents' loved ones. If we diligently adhere to the guidance and directives and if we continue our success at keeping COVID-19 at bay, we are hopeful that we will be able to resume these types of visits. Please know that we are focused on achieving our new normal as quickly as we can without jeopardizing the safety of our loved ones.

Once again, thank you for your ongoing support. We truly are in this together.

Best regards,

The Keane Family

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