



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

February 5, 2021

Dear Residents, Family Members and Resident Representatives,

We are not aware of any new cases of COVID-19 since our communication to you last Friday, January 29th. The table below reflects the current status of our neighborhoods, which is the same as we reported last week:

Neighborhoods: All		
Activity	Status	Service Resumption
Outdoor Visits	Allowed	N/A
Essential Caregiver Visits ¹	Suspended	Visits resume 2/12/21 ¹
Compassionate Care Visits	Allowed	N/A
Bereavement Visits	Allowed	N/A
Indoor Visits	Suspended	Suspended due to NJ CALI score
Dining	In room	Communal dining 2/26/21
Activities	In room	Communal activities 2/26/21

¹ Essential Caregiver visits may not resume until all residents and staff have received two weeks AND two rounds of testing with no further positives. Delays in receiving test results may impact the estimated date to resume Essential Caregiver visits.

We'd like to take this opportunity to address some of the concerns we've heard from you over the recent weeks. For the sake of clarity, we'll put this in question-and-answer format.

Q: I looked up the reported COVID-19 cases for Sunnyside Manor on the New Jersey COVID-19 dashboard, and the numbers are higher than what you have shared in your email communications. Are you accurately reporting all of the cases to us?

A: Yes, absolutely. The cases reported on the New Jersey dashboard are cumulative cases. To make things even more confusing, the cumulative case reporting didn't start until we were months into the pandemic, so it is impossible to agree the numbers reported in our email communications to the website. Lastly, since Sunnyside Manor operates our Skilled Nursing neighborhood and Assisted Living/Recollections neighborhoods under separate licenses, the reporting for Sunnyside on the New Jersey dashboard is broken out onto two separate lines. The staff that work in all neighborhoods, such as dining and maintenance, are included in both lines.

Q: Will there be any changes to your infection control protocols such as screening, facemasks and social distancing once your residents and staff members have been vaccinated?

2500 Ridgewood Rd., Wall, NJ 07719
Ph: 732-528-9311 / Fax: 732-528-9026

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A: To date, we have not received authoritative guidance that relaxes any of these protocols. Therefore, our current infection protocols will remain in force until we hear otherwise.

Q: Will the restrictions on Essential Caregiver visits be relaxed once my loved one is vaccinated?

A: Although we wholeheartedly support any change that will allow our residents to safely spend time with their loved ones, we have not received any guidance from the NJ Department of Health about this. Therefore, at this time we do not have an answer to this question. The restrictions caused by COVID-19, such as visitation and communal dining, are mandated by the NJ Department of Health. As a reminder, Compassionate Care visits are allowed in any phase and are driven by the resident's needs. These are nonroutine visits for special circumstances when a visit would improve a difficult emotional or physical situation impacting a resident.

Q: Will indoor visitation be allowed once your residents and staff members have been vaccinated?

A: At this time, indoor visitation is based on the New Jersey COVID-19 Activity Level Index (CALI) score. Currently, our geographic CALI score is in the High category, which is the reason Indoor Visits have been suspended. We have not heard of any changes to this requirement. This information can be found at the New Jersey COVID-19 Information Hub at www.covid19.nj.gov.

Q: I am concerned about the isolation my parent is feeling as a result of the suspended communal activities. How are you addressing this with your residents?

A: We have modified our activities programming based on the COVID-19 restriction, and our activities staff provides individualistic in-room activities. Examples include word search and a channel for soothing music. For this weekend's Superbowl, we have a schedule of football-themed hallway activities that our residents can join from their doorways.

Please don't hesitate to reach out to us with any of your questions or concerns.

As we mentioned last week, Walgreens is on site today for their second COVID-19 vaccine clinic. Our residents and staff members who received the first round of the COVID-19 vaccine will get their second dose today. Walgreens will be back for a third and final time in three weeks to administer the second round of the vaccine to those who receive their first round today.

We are grateful to you for your ongoing support. Please don't hesitate to share any comments, concerns or questions. We are all in this together.

Regards,

The Keane Family