Dear friends and family members of Villa St. Francis,

Your daily update for 3/27/2020:

We want to again thank everyone for the outpouring love and support. We have received so many mask donations, and it is appreciated by all of us!

Some great news to share today is that our Life Enrichment team is working very hard on getting your loved ones outdoors for fresh air during this nice weather! They are an essential part of our team in keeping your loved ones happy during this time.

I have a list of families who have reached out to video chat with your loved ones, and this is being shared daily with the team. One request is if you could include your phone number as well as the type of video chat you are able to do such as Skype, Facetime, Zoom, or Google Duo. We want to make the process as smooth as possible and by knowing this we can get a chat going quickly and easily!

Thank you, and as always reach out for any questions and concerns!

Sincerely,

Rodney Whittington
Villa St. Francis CEO | rwhittington@villasf.org | (913) 747-0264

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<th>Name</th>
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<td>Debbie Szyminzewski</td>
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<td>Nights &amp; Weekends Contact</td>
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<td>(913) 406-6344</td>
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PREVIOUS UPDATES:

March 26th Updates:

Dear friends and family members of Villa St. Francis,
Your daily update for 3/26/2020:Thank you to everyone who has been able to send messages, videos, or cards to your loved ones. They are very much appreciated! We do want to remind you again to please mail any items to your loved ones instead of hand delivering them.
Thank you, and as always reach out for any questions and concerns!

March 25th Updates:

Dear friends and family members of Villa St. Francis,
Your daily update for 3/25/2020:
For today we just want to express our gratitude and kindness of so many family members who have reached out and either know someone, works with someone, or donating items themselves. We are receiving masks, hand sanitizer, gloves, and more from you guys and words can't express how thankful we are.
Thank you, and as always reach out for any questions and concerns!

March 24th Updates:

Dear friends and family members of Villa St. Francis,
Your daily update for 3/24/2020:
I have been getting some questions regarding the 2020 Census from some family members. Rest assured that your loved ones will be included in the census report that Villa sends.
We also want to reach out to you as part of our community and ask if you know of any companies or individuals who are donating N95 masks? If so, would you let us know who to contact there or if you are inclined to contact them, we would be most grateful. We want to be as prepared as possible and would greatly appreciate a donation of this kind. Please let us know!

Last, but certainly not least, individual hall BINGO seems to be up and running! Everyone is very happy about that!

Thank you, and reach out for any questions and concerns!

March 23rd Updates:

Dear friends and family members of Villa St. Francis,

Your daily update for 3/23/2020:

Thank you so much to all who have shared messages, pictures, and videos for your loved ones. It means so much to them!

I want to remind everyone again that as of today Villa will be doing laundry for all of your loved ones. Also, we ask to please mail any packages or gifts instead of hand delivering them.

Some other good changes at Villa are that we are working with many physicians to be able to provide telehealth services. Some physicians include our psychologist Dr. Dodge, our nurse practitioner Derek Fowler, as well as our physician Dr. Bustos. We have also looked into expanding our activities even more with being able to have BINGO in individual neighborhoods! BINGO is a big deal around Villa so we know this is going to be a hit. Our life enrichment/activity team is working on a schedule for this and will be implementing this soon. A family member had mentioned having music playing in the hallways to boost spirits, and this is another addition we have added. This along with having Monsignor Burger say a prayer overhead to everyone at Villa to provide some peace and comfort during this time.

We want to thank you again for your prayers, kind words, and support!

March 21st Updates:

Good evening everyone,

We want to thank our whole community for the outpouring of love and support we’ve experienced over the past week. We know this is a difficult time for everyone, and we are so grateful for your cooperation and kind words as we work to keep your loved ones safe and healthy.

As many of you are aware, we are preparing for a "Stay at Home" order to go into effect in Johnson County on Tuesday, March 24th. As an organization considered "essential", we will continue our day-to-day operations as we have been once this order goes live. We know that this order impacts many of you, but we want to assure you that our team is fully equipped to provide the same compassionate care in the days and weeks ahead that we’ve provided for over 75 years.

If you have any questions or concerns, we are here to support you and to help you stay connected to your loved ones in our care. Below are a few options that we’ve seen put a big smile on the faces of Villa residents
1. Send a message. Feel free to email any pictures, videos, or words to info@villasf.org, and we'll ensure they're passed along you your loved one. Pictures of grandkids artwork, videos of favorite songs, and updates on your day-to-day are so appreciated!

2. Schedule a chat. Whether it’s over the phone or over a video app, we want to help you stay in touch. Email Verna or Priscilla to schedule a time to talk with your loved one!

3. Connect with us on social media. As our residents ask to share messages, we'll be posting them on Facebook to keep in touch with our whole Villa St. Francis community.

As always, we ask that you keep our residents, fellow family members, and incredible care team in your prayers. Know that you are in ours! We are so blessed to have such a strong, faith-filled community, and we look forward to celebrating with you all once these days are behind us.

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**March 20th Updates:**

Dear friends and family members of Villa St. Francis,

Your daily update for 3/20/2020:

Due to the recent spread of COVID-19 in Johnson County, we have been advised to take additional extra measures to protect our residents. Unfortunately, effective immediately we have been advised to stop the delivery of **hand delivered** items to Villa which includes food, laundry, etc at this time. The front doors will be locked and we are not going to be allowed to have visitors in the front lobby. Families that do laundry please make any deliveries by Monday 3/23/20. Please contact me with any questions or concerns, and we very much appreciate your patience and understanding.

Thank you for your prayers and support!

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**March 19th Updates:**

Hello all,

We want to again thank you all for your patience, kind words, and prayers this past week. We are continuing to do everything we can to keep our residents and staff safe. Thankfully, we continue to have no cases of COVID-19 and continue to work diligently to keep it that way.

In order to continue to raise your loved ones spirits we have increased our one on one activities in their room to boost their mood and have daily opportunity for conversations with others and some fun with our
amazing activity staff! Our Director of Spiritual Health, Maureen, has also been a key component in keeping your loved ones engaged, and is available for you as well to talk with during this difficult time. We are so happy to be able to utilize video chat with many of you. To ensure the video chat system runs smoothly, please let me know if you are wanting this to be set up and I will contact our activity staff to facilitate this. We are fortunate that we have a well-established 24 hour dining program, and we continue to add more food options that are available throughout the day. Lastly, as of tomorrow I will have a cell phone, in which I will post the number below, that you will be able to contact me on as well as my email.

Thank you again, and please don’t hesitate to reach out for questions or concerns!

March 18th Updates:

Hello all,

We would like to thank you all for your patience, kind words, and prayers this past week. We really want to assure you that we are doing everything we can to keep our residents and staff safe. Last week we had to implement several recommendations and guidelines from the CDC and CMS to continue to keep our residents safe (changes to group activities, community dining, visitation restrictions and employee screening). Thankfully we have no case of COVID-19 and will work diligently to keep it that way.

In order to improve communication we have added nurse cell phones and I will be your primary contact for updates and/or questions. Below you will find the nurse’s cell phone numbers for each hall but for any general questions please reach out to me first by email. I will also be sending out frequent updates via email as well. We know this is a tough time for you and your loved one. I assure you we are looking at innovative ways to keep your loved ones spirits high. I’m sure a lot of you are also thinking about what you could do to boost your loved ones spirits and give them some extra love during this time and what would be amazing, if you are interested, is sending cards, letters, pictures, or even grandchildren’s drawings. I know that they would absolutely love this gesture!

March 12th Updates:

We want to thank our family, friends, and team members for your quick response and cooperation as we take steps to prevent infection within our community. We know that some of these changes are uncomfortable, and we greatly appreciate your patience and understanding. Our number one priority is
keeping residents safe, and we are working hard to ensure the compassionate, resident-centered care and high quality of life you expect for your loved one is never compromised. Below are some of the recent processes we’ve put into place to minimize the risk of infection, and to maximize comfort and ease in the process:

1. We have developed an interdisciplinary committee whose main focus is to analyze each new policy we’re advised to put into action, and to find creative, holistic ways to mitigate any challenges these policies pose to resident happiness, socialization, and comfort. While these are constantly developing, we’ve listed the offerings we’re currently putting into place next to their corresponding policy below.

2. As of March 12th, we are implementing a new policy for all resident laundry handled by families, and asking that all families consider allowing Villa St. Francis to handle resident laundry in-house unless it is medically necessary that they handle it themselves. If you currently handle laundry for someone at Villa St. Francis, please contact your social worker to discuss this recommendation, and for guidelines on picking up and dropping off laundry at this time. To ensure quality tracking and to help meet the increased workload, we’ll be bringing on additional team members for each shift to assist with laundry.

3. As of March 12th, we have implemented an in-depth scanning protocol for all team members and outside care providers (eye doctors, hospice providers, psychiatrists, etc.). Upon arriving at Villa St. Francis, all are required to answer a detailed questionnaire (questions frequently being updated per CDC guidelines), to be evaluated by a nurse, and to take monitored hand hygiene precautions.

4. We are limiting large group activities, and limiting movement of residents and staff between different resident neighborhoods. However, our Activities and Life Enrichment teams have worked hard to ensure all planned activities and social offerings still occur, and we have a designated area in each neighborhood for these smaller community events, including meals, happy hours, and of course, bingo. Mass and Christian Worship will still be offered on resident tvs, and therapy and hairstyling will be coming to the residents in their own neighborhoods. This will also allow designated housekeepers, laundry team members, dining services team members, life enrichment coordinators, and nursing staff to serve each neighborhood consistently, minimizing resident confusion.

5. As of March 10th, per CMS guidelines, visitation to nursing homes within our county has been prohibited. This may be the most difficult of the policies we’ve had to put in place for families, residents, and our team members, and we’re working hard to find new ways to empower residents and families to communicate and stay close during this understandably frustrating time. We have cut back on non-essential workload items, empowering team members to focus on consistent 1-on-1 time with residents and to prioritize new and creative ways of making each resident feel loved and cared for. We are enabling video chat on the antimicrobial devices team members currently use for charting and internal communication, and we’re investing in iPads so that our Activities team can assist residents in video chatting with family members through apps like Facetime and Skype. If you would like to schedule a video chat or have questions about the process, please contact either Verna at VJones@villasf.org, or by calling (913) 727-0273, or Priscilla at PSalinas@villasf.org, or by calling (913) 747-0282. We are also in the process of outlining an emotional support plan for both residents and family members.
Again, we want to thank you for your patience and cooperation during this ever-evolving situation. We want to ensure you that we are working tirelessly to prioritize not only your loved one’s safety and health, but their comfort and happiness as well. Our five-star team has been setting the standard for person-centered care for years, and these recent guidelines will not change that.

Thank you for your prayers and support!

March 10th Updates:

Dear friends and family members of Villa St. Francis,

We know that many are concerned about the recent worldwide outbreak of the coronavirus, as well as the recent confirmed case in our state, and how that spread might impact us here at Villa St. Francis. Know that the safety of our residents is our number one priority, and our focus is on preventative, proactive steps to minimize risk within our community.

At this time, there are no cases of the coronavirus at Villa St. Francis. The CDC and CMS (Centers for Medicare & Medicaid Services) have provided communities with a list of recommended steps which we are implementing to minimize the risk of infection, and our clinical team is in contact with the local and state health department to ensure we are putting the latest recommendations into practice.

The three biggest steps our community can take in preventing the spread of this virus, including friends and family members, are the same steps the CDC recommends during any cold or flu season:

1. **Proper handwashing.** Use warm water and soap, scrub well, and wash for at least 20 seconds (hum “Happy Birthday” to yourself twice). The entire Villa St. Francis staff has gone through additional hand washing training and testing over the last week.

2. **Social distancing.** Limiting large group activities and meetings, and avoiding hugs and handshakes can help prevent the spread of infection. At Villa St. Francis, we’ve limited face-to-face meetings, resident group social activities, and are making adjustments to our dining processes to limit group interaction.

3. **If you’re sick, stay home.** Team members who are feeling under the weather have been instructed to stay home. As of Tuesday, March 10th, due to the confirmed case of COVID-19 in Johnson County, CMS has instructed all Johnson and Douglas county nursing homes to prohibit visitation until further notice (medical exceptions may apply; contact your social worker with questions). We are in the process of acquiring options for virtual communication and training staff how to help residents video chat friends and family members. If you have questions regarding these guidelines, please visit this link at the bottom of this message, or reach out to your social worker. At Villa St. Francis, we are suspending most outside tours, and will be using a sterile thermometer to take the temperature of all guests and staff members upon entering the community.

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We greatly appreciate your assistance in keeping our residents and community healthy and minimizing the risk of infection. **We will notify you if any Villa St. Francis residents or team members are diagnosed with COVID-19, and we will keep you up to date as the situation develops.** In an effort to make communication as streamlined as possible, we are asking that each family provides their loved one’s social worker with an email address for future communications, as this will be the first and fastest way for our team to notify you of any developments. **If you aren’t sure whether we have this information on file for your family, please email your social worker from the email address you’d like us to use at your earliest convenience.**

Below, you’ll find a list of Villa St. Francis contacts for your reference. You are welcome to reach out to any of the names listed, including my own, with any questions or concerns, but **we ask that you use your social worker as the main point of contact as they have been equipped to answer any questions you might have regarding specific Villa St. Francis policies.** We ask that you also visit the CDC website for the most up-to-date, comprehensive list of steps you can take to help us protect the residents in our care. This letter is also posted on our website for your future reference, and has been emailed to all family members we have on file.

Thank you for your continued support, and for being a part of our community.

Sincerely,

Rodney Whittington
Villa St. Francis CEO  |  rwhittington@villasf.org  |  (913) 747-0264

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LeadingAge Kansas Website  
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