



Assisted Living and Memory Care

The term “Safe at Home,” has been adopted here in the State of Florida. Twin Creeks truly exemplifies being safe at home, without being completely isolated. This is one of the best reasons to live in a community like ours!

I think we would all say that we are surprised at our current circumstances, and we wonder how long the isolation may last, but our residents are healthy at Twin Creeks! As we fall into a more settled pattern, I do need to share a heartfelt moment from your Executive Director. I know that this is stressful for all of you. I cannot imagine the sadness connected to not hugging or having personal visits with a family member during this time. I am asking though, that you all please refrain, from asking your loved one to meet you outside. In those moments, it is so easy to infect someone. I am not overstating it when I say that the ramifications of a short visit, could be devastating for your loved one, the residents, and the staff of Twin Creeks. Our plans for staying healthy, are only as good as those who follow them. You have been so supportive, and I appreciate your understanding, during this time when keeping our residents safe, causes so much inconvenience for all of you.

I hope that you will continue to enjoy facetime or skype calls, with which we will assist! Others are enjoying the visits in the window of the conference room. Remember that we have a cell phone for the resident to use, for those visits, if they do not have one of their own. (It is thoroughly sanitized between uses)! We have expanded the window visits to be available through the weekend from 9:30-4:30, as well as on weekdays between 10AM- 6:30PM. Visits are still to be scheduled through the receptionist. An idea that I have is for family members to look at Facebook’s Portal, or something similar, for communicating in the resident room, and possibly a “My Skylight” frame where you can send photos at any time, for them to find on the frame. Our staff will gladly set it up in the room for you.

If you can do it without resident contact, you should feel free to use chalk to write fun or encouraging messages on the entry sidewalk or on the driveway under the roof. (we are not providing chalk, to inhibit the spread of disease.) I would encourage all of you to think of ways that would be fun to uplift your loved one, or all of our residents, here, without putting others at risk. Some of you are masters at this; I know that!

For managing our ability to provide safe care, there are weekly calls, from the CDC, Agency for HealthCare, and Department of Health that keep us up to date on any changes in mandates, and guidelines. As of this writing, we have stopped all communal dining and activities, as mandated. We have had donations of TV trays so that residents may sit by their door, at least 6 feet from other residents and eat their meals, without feeling so isolated. This also allows for oversight and support from our staff during the dining process. We utilize that same arrangement for hallway bingo, which has become a huge bright spot in the day!

The Agency for HealthCare Association is sending representatives out to check on us and to make sure that we have the supplies that we need for personal protection, and for protection of our residents. They are also approving the procedures in place to protect staff and residents. Those include a policy and procedure that has been created specifically for pandemic/epidemic illness – that we are providing special training to our staff about Covid-19 and for working in this environment. We have these in place.

We are committed to our staff feeling supported and cared about during this time. They are doing an exemplary job, and they are enjoying the treats that are provided by family members and by us. We are continuing the process of screening each one who comes through the door. Facemasks are required, and as a precaution, anyone who may have had exposure is not working for 14 days after the last day of that risk.

The front doors are now locked, to keep deliveries from coming into the lobby, and to stop all of those who should not come in. It became evident that our caution and stop signs were not going to be enough. With delivery drivers in our area testing positive, we want to thoroughly sanitize anything before it comes into the building. (Many of you have heard that Amazon had drivers, out of Ruskin, test positive). We are following these same precautions for food deliveries. Our previous policy was to treat everything like it is contaminated, and to sanitize it before delivery around the building, by our own employee. But we are now accepting it outside of the building until it is cleaned, as a more secure measure. Family members should continue to drop off supplies, treats and gifts for residents. The number to call, to notify the receptionist that you are dropping off, is on the front doors.

Please check our Facebook page to see updates and pictures, from our Activity Director, of our very unusual life, currently at Twin Creeks.

I hope that email communication is working for all of you who need to communicate with me. As a reminder, my email is [amy.vankleeck@twincreeksretire.com](mailto:amy.vankleeck@twincreeksretire.com).

Thank you again for your support as we navigate this constantly changing process!

Amy Van Kleeck  
Executive Director  
Twin Creeks Assisted Living and Memory Care