



ARBOR VILLAGE
— AT HILLCREST —

We want to welcome you home!

Sheltering in place with us does not mean isolation. We are providing all of the services you or your loved one could need, while continuing to ensure that our residents live healthy, vibrant lives.

Here are just a few of the services we provide for our residents:

Activities of Daily Living:

All services below are provided by our caring associates, who have access to plenty of personal protection equipment, such as gowns, N95 masks and gloves.

- Medication Management: Our trained care teams oversee medication, so you can have peace of mind.
- Pharmacy: Our care team handles this, so you won't have to stand in line.
- Connections to health care providers.
- Our R.N. consulting group, Allen Flores Consulting Group, is only a phone call away.
- Physicians come to our community, physically or virtually.
- Bathing, dressing and all other daily needs are taken care of by our care teams.
- Caregivers regularly checking in on you or your loved one.

Elevate® Dining:

Grocery stores are running low on supplies; but our community has plenty of delicious, nutritious options. Best of all, we serve our food right to your apartment in disposable containers. No worries about contamination, and we keep proper social distance!

- No grocery store headaches or having to risk being around a crowd.
- Chef-inspired meals: Meals are cooked from scratch, with no preparation needed.
- Nutritionist-approved.
- No cleanup.
- Delivered throughout the day to your or your loved one's door in disposable containers, in order to maintain social distancing rules.

Vibrant Life® Activities:

We know how important it is to keep residents engaged and entertained. Our amazing Vibrant Life® team has been working around the clock to ensure residents have plenty of activities in their rooms and interaction with others. Any Vibrant Life® activities are being held in hallways or virtually, with all appropriate social distancing measures in place.

- Hallway Bingo
- Happy Hour
- Aerobics from afar
- Dancing in the doorway
- Chatting with the neighbors across the hall
- Virtual worship services
- Theater
- Pen pal letter writing with local schools
- Virtual book clubs
- Zoo visits via Skype
- Patios for fresh air
- And so much more!

We know that your concern is also for your or your loved one's health and safety during this time. We are taking all precautions recommended by the CDC and local health departments and will continue to do so.

Here are a few of the steps and additional proactive precautions we are taking:

- Continued CDC guideline cleaning and disinfecting on a deeper level.
- Temperature checks and screenings of team members and residents multiple times a day to check for symptoms.
- Any visits from outside health care workers are being restricted to necessary medical visits, and are being reviewed case by case.
- We are not allowing physical visits from family members out of an abundance of caution for our residents – our care teams assist with FaceTime/Skype/Google Duo visits to help our residents stay connected.
- We implemented a 14-day self-isolation period for residents when they move in, come back from the hospital or come back from visits with family.
- Extra filter changes in apartments to ensure air is free of dust to limit potential respiratory issues.
- Mail and package deliveries are being met at the community's door, where our care teams will sanitize and then deliver to each resident personally.
- All outings have been canceled out of an abundance of caution and in order to follow stay-at-home orders.

Ongoing efforts and education include:

- **Wash your hands frequently.**
- **If soap and water isn't available, use an alcohol-based hand sanitizer.**
- **Cover your mouth and nose with a flexed elbow or tissue when coughing and sneezing.**
- **Maintain social distance.**
- **Avoid touching your eyes, nose and mouth.**
- **Seek medical attention if you have any of the following symptoms: fever, cough, or difficulty breathing/shortness of breath.**

It is absolutely our honor to serve our residents and their families during this time. We want to do everything we can to give you peace of mind, so please don't hesitate to ask questions.



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