



JOHN KNOX VILLAGE

A Life Plan Community • Pompano Beach • Where Possibility Plays

## **Continued Preventive Measures Working**

### **WEDNESDAY—COVID-19 Virus Update - March 25, 2020—6:00PM**

Dear John Knox Village Residents,

#### **JKV remains free of any known cases of COVID-19.**

#### **Resident and Staff efforts at 6-foot Social Distancing and daily, multiple hand washing helping!**

As part of our round-the-clock efforts at preventing the arrival of the COVID-19 virus to JKV's campus, the Leadership Team continues participating in daily conference calls with a host of senior living and governmental agencies. The many preventive protocols put in place on campus are based on information we have collected, or has been shared, from groups, including: LeadingAge Florida, Florida Gov. Ron DeSantis' Office, the Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid (CMS), Agency for Health Care Administration (AHCA), The World Health Organization (WHO) and others.

Before getting into today's Updates, below please find a note from Village Towers residents Dr. Paul and Mary Sue Rosen. They are currently on the outside-looking in, having had to abort a return trip to JKV earlier this month from their Westchester, NY home because of the COVID-19 outbreak in nearby New Rochelle. Their at-home isolation in NY, has its challenges, however they are keeping stiff upper lips and we hope to see them back on campus after the COVID-19 restrictions are lifted:

"At this distance, we have watched the goings-on at JKV through the daily written briefings put out by the Village Team. All parts of the Staff seem to be working efficiently to provide excellent support to the residents. No doubt there is a grumble here and there, but I can assure everyone living at JKV that life on the outside here in the New York area can be very tough. Some days, those of us who are house-bound don't know where the next meal will come from because the prevalence of the virus in the community is so high that those of us over 80 years are seriously risking our lives to go to the market where at least 50 percent of shelves are often bare and fresh produce in almost nonexistent. So, my advice to JKV residents is enjoy and be thankful for your home delivery meals. It is a blessing to have the support you are receiving from all of the JKV employees who are themselves (and their families) at significant risk."

#### **UPDATE SUMMARY FOR March 25, 2020**

- ***John Knox Village is urging residents to stay in their homes, per a new Executive Order (EO-20-83) Florida Gov. Ron DeSantis has released. It reads as follows: I [Gov. DeSantis] hereby direct the State Surgeon General and State Health Officer to issue a public health advisory to all persons over 65 years of age urging them to stay home and to take such measures as necessary to limit their risk of exposure to COVID-19.***

- Per the above-mentioned new Executive Order, JKV Campus Cart Service will cease effective Thursday, March 26, until further notice. This is another example of the Village's continued efforts at Campus-wide 6-Foot Social Distancing and will allow us to re-deploy Transportation Staff members to other needed areas.
- ***Look for detailed information, in the next several days, concerning the implementation of JKV's new "Paper Products Purchasing" program. The program will include the sale of toilet paper.***
- Your JKV Dining Services Team remains delighted to continue providing you with 3 hot, nutritious meals a day. We acknowledge and appreciate the feedback as it relates to meal pricing, however it is important to understand that our "Home Delivery For All," program requires a significant amount of additional staff to assist in the preparation, cooking, packaging and delivering of meals; a huge increase in costs for our disposable containers; and, please note, we have waived the \$5.00 per Home Delivery fee.
- *To help speed up ordering meals for the "Home Delivery For All" program, you can now email your orders into Dining Services anytime, day or night. The email address is [Dining@jkvfl.com](mailto:Dining@jkvfl.com) When ordering please include your Name, Phone Number, Apartment or Villa location and number. Also include the breakfast, lunch or dinner item you want to order, any sides and your preferred delivery time.*
- If you prefer to not use [Dining@jkvfl.com](mailto:Dining@jkvfl.com), you can continue to call in your Dining Orders at (954) 783-4061. Call-in time for Breakfast is from 8AM to 10AM; Lunch 10:30AM to 1PM and Dinner 2:30PM to 6:30PM.
- As is our usual Sunday meal procedure, March 29 will our One-Meal-Day. Orders can be called in from 10AM to 3PM Sunday and delivery will take place beginning at 11AM and continuing until all meals have been delivered. You can also, of course, order online at [Dining@jkvfl.com](mailto:Dining@jkvfl.com) The call in Home Delivery phone number is (954) 783-4061.
- We all hope this is only a temporary situation and that as we become more efficient in all facets of the Dining process, we will look to providing an even greater variety of options.
- *Instacart training resumes tomorrow and Friday in CT, HT, VT, EL and Village Centre. This is an online grocery delivery app to assist in the ordering and delivery of foodstuffs and other grocery products. Because of demand, the LE Team has added times to the training days. Here is the revised schedule: Tuesdays, Thursdays, and Fridays from 9AM to 11:30AM AND (NEW) from 1PM to 2:50PM those same days. **For more information contact the Life Enrichment Team at (954) 783-4039 to schedule your session.***
- For your convenience, JKV also continues to offer our personalized shopper option. Contact the John Knox Home Health Agency to make an appointment for personalized shopping assistance at (954) 783-4009.
- *Transportation will continue to be provided for "Essential" medical appointments.*
- *JKV's 3 Pharmacy partners FOR DELIVERY remain: CVS (954) 788-0739, Walgreens (954) 942-9864 and Benzer's (954) 943-3111. You can call any of them to place orders and get your prescriptions delivered to JKV.*

Your JKV Team will continue to provide updates as pertinent information becomes available.

**--Gerry Stryker, JKV President & CEO; Fran Murphy, JKV Corporate & Compliance Officer and Leslie Schlienger, John Knox Home Health Agency Administrator.**