

## **BREVILLIER VILLAGE COVID-19 UPDATE FOR Tuesday, July 7TH, 2020**

HAPPY Tuesday EVERYONE,

### **Was that a fabulous HEROES CAR PARADE on Sunday or what!!!!!!!!!!!!!!**

The residents, families, staff, and guests in the parade were overjoyed by the afternoon festivities! All was done safely and with Social Distancing in place! Be sure to check out the pictures on BV Facebook if you could not be there. Thanks to all the families and guests who supported our drive for Fairfield with either supplies or a cash donation. We had a van full of goodies for them and raised \$1400.00 for the Fire Company!

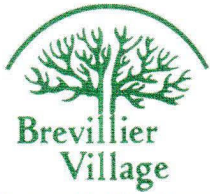
Our next big project will be the testing of the Remainder of the Brevillier Village staff and All residents of Barnabas Court North and South per order from the Governor and the Secretary of Health for the state of Pennsylvania. We will begin testing residents later this week and staff next week. This entire Process will take 2-3 weeks to complete. Nursing staff will be calling to obtain permission for the swab to be done and you will be notified of results when we receive them. Results take anywhere from 2-7 days to get back. Thank you in advance for your cooperation with this process.

**We are on Day 2 of our Outdoor Visits for residents, families, and close friends. It appears to be going well so far. We have a few minor adjustments we can foresee but all in all we will give it the 2 weeks of the trial.**

**Our new challenge is that the Governor has released a list of states where people must self-quarantine for 14 days once they come into Pennsylvania or return to PA from these states. If you reside in one of these states, you will not be permitted to be on the grounds for visits.**

**The states include: Alabama, Arizona, Arkansas, California, Florida, Georgia, Idaho, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Texas, and Utah. We would need proof of 14 days of isolation once you arrived in Pennsylvania.**

**The state is also looking closely at limiting visits from Allegheny County and the Philadelphia area if their numbers keep climbing.**



Housing and Health Care Community

I once again must ask that families do not come on the grounds and visit unless they have an appointment and do it in our controlled setting. We still have families coming on the grounds walking outside with residents from Conrad House and BC South. You absolutely must refrain from this to be allowed on the property at all. If this continues, those not following the rules we have established we will be taking keys to Conrad House back from families or restrict your ability to come on the property. It is not our intention to be this unbending, but this is for the protection of all staff and residents.

Stay Safe and Stay Healthy.

Gratefully,

Vicky Wittuck  
Senior Vice President





## Happy July Fourth Weekend!

We are wishing everyone a happy and safe 4th of July weekend. As we encounter another holiday during the times of COVID, we want to take the time to thank our residents and their family members for your patience. We know these are difficult times, but we are here for you and look forward to celebrating at our Car Parade this Sunday, July 5th. You may register by clicking the button below. In addition to our Car Parade, we are beginning to schedule face-to-face meetings with you and your loved ones. To learn more about this opportunity click the link provided: [Face-2-Face Meeting](#)

We are also so very grateful for our dedicated staff. Everyone has truly demonstrated the utmost level of care, proving yet again, why Brevillier Village is known for our quality of care standards and is Erie's Best Retirement Community. We are celebrating our Independence as a Nation, but at Brevillier, each day we celebrate our compassion and care for our residents. We truly are a family and have the best team here! We are blessed to celebrate each day as essential staff!

**Car Parade RSVP**



Brevillier Village | (814)899-8600 | [www.brevillier.org](http://www.brevillier.org)





Housing and Health Care Community

## Brevillier Village COVID-19 UPDATE - Tuesday June 30<sup>th</sup> 2020

### Outdoor visitation for Residents and Families of Brevillier Village

Beginning Monday July 6<sup>th</sup> Brevillier Village will provide outdoor visitation areas for all buildings including the Share Care homes. This will be a trial to see how it goes. There may be modifications needed to the process once we see how things are going.

The Visiting Stations will be located in the following areas:

- **Ball Pavilion** - Under the main entrance overhang
- **Barnabas Court North** - To the North side of the Main Entrance
- **Barnabas Court South** - on the front porch at Main entrance
- **Conrad House** - on the pad right outside the main entrance
- **Share Care Homes** - in garage at each house with 10-12 feet apart

There will be a table with a plexi-glass divider at all the buildings other than Share Care. Families will sit on one side and residents on the other side of the divider. There will be a slot where you may hold hands.

All residents including independent living residents will stop by the office to pick up and wear required PPE (mask, gloves, and gown).

**Residents and families will be required to wear masks, gloves, and gowns during the visit. All families no matter where you are visiting will stop at Ball Pavilion prior to visit and wash hands for 20 seconds, complete the screening form, receive their personal protective equipment, and have their temperature taken per protocol. When the visit is over, they will remove their gown and gloves and place items in designated containers once the resident has gone inside.**

Only 2 family members may come during a visit and no children under the age of 10 years of age should come for their safety.

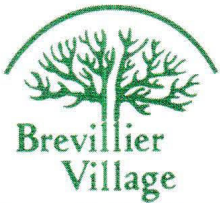
Visits will be for 15 minutes and you MUST call and make an appointment for a visit. Call the main office at the building you would like to schedule your visit. We will adhere to strict time frames, so everyone has an opportunity to sign up. You may only make one appointment at a time to allow everyone the ability to sign up. There will be no standing regular appointments till we see how things go. You may make another appointment when you are here for your scheduled visit.

All stations will need to be cleaned by staff in between visits.

- **Ball Pavilion** - call Val or clerical in the evening
- **BC South and North** - call Emily M-F between 8:30am and 4:30pm
- **Conrad House** - call either Jen Kehl or Jenn Schultz between 8:30am and 4:30pm
- **Share Care Homes** - call and schedule with Vickie Gilchrist - please do not try and schedule with Share Care Staff.







Housing and Health Care Community

Once your visit is done you may drop off any gifts or goodies to the main offices per guidelines. Staff will come out and bring the resident into the building. If you have your cell phone, please call in and ask for staff to come out if secretary not visible to visiting area. Some residents may be able to get themselves inside on their own.

We ask that you wear your mask until you get in your vehicle to leave. Per regulations people should not be on the grounds after their visit.

### **These will be the times that visits will be available.**

- **Ball Pavilion** 10:30am - 7:30pm daily
- **Barnabas Court North and South** 10:00am - 4pm Monday thru Friday and 10:30 am - 2:30pm on Saturdays
- **Conrad House** - 9:30am - 4pm Monday through Friday
- **Share Care Homes** - by appointment by scheduling with Vickie Gilchrist

Times are Limited due to needing to clean in between visits and that must coincide with office hours and staff availability.

We will trial this for 2 weeks and see how it works!

May need to make some adjustments along the way but we ask for your patience and cooperation.

Thank you,

Vicky



**Brevillier Village COVID-19 UPDATE - Tuesday June 23<sup>rd</sup>, 2020**

**WE ARE BLESSED!**

With all residents of Ball Pavilion tested and almost all staff, *we are still COVID FREE!!!*

I have not heard of another organization who has had 100 percent participation from staff for testing! Thank you so much to our dedicated employees!

We also had 100 percent of resident compliance which is so helpful.

We realize this could change in a moment, but staff are staying vigilant.

We anticipate guidelines coming very soon to test  
Barnabas Court residents and staff from the Department of Human Services. This is the regulatory agency for Barnabas Court!

Going green on Friday is a little scary as data proves cases of COVID will increase but we will continue to do our absolute best!

We had lots of goodies dropped off for Father's Day and lots of window visitors!  
Was a good day for all!

Please watch this Friday as Jeff, Jean and I will be doing a video update!

Short and Sweet today!

Stay Safe and Stay Healthy!

Vicky

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P.S.

Please do not forget to register for our July 5<sup>th</sup> Car Parade!

You can register online at: <https://forms.gle/e9K8VkfRPVsEvp2BA>

Or by phone to Maureen Rizzo (814)899-8600 ext. 210



**COVID-19 UPDATE FOR FRIDAY June 19TH, 2020**

Happy Friday to All,

These weeks keep flying by!!! It will be the 4<sup>th</sup> of July in a few weeks! People are already starting to register for the HEROES CAR PARADE on Sunday July 5<sup>th</sup> at 2pm.

See WEBSITE flyer for details!!!!

With the anticipation of Erie going "GREEN" on June 26<sup>th</sup> I will be addressing how this will be handled by Brevillier Village in updates next week.

***This designation does not open visitation at Brevillier Village as it was prior to the Pandemic.***

We are working on **OUTSIDE** visitation, in a limited capacity, for all buildings and we hope to have this all organized and started by July 6<sup>th</sup> at the latest.

***PLEASE WATCH FOR DETAILS NEXT WEEK IN THE BV UPDATES ON THE WEBSITE. WE WILL EXPLAIN HOW THIS WILL WORK FOR THE SUMMER MONTHS! WE ARE EXCITED TO BRING THIS OPPORTUNITY TO RESIDENTS AND FAMILIES.***

We realize this is so frustrating and difficult and most family members have been understanding and patient. Please understand that we have guidance and regulations we must follow to protect all of the residents. We ask you to follow these guidelines for the safety of all. Staff are doing their very best to remain UPBEAT and try to keep routines as normal as possible in this time of CRAZINESS! Please try not to take your frustration out on staff who are trying to keep you updated and informed. 98% of families are wonderful and empathetic toward what everyone is going through. We are so appreciative of your support!

Residents have enjoyed their 2<sup>nd</sup> week of church services and are so excited to be outside. Staff are the readers and some of staff who have amazing voices are singing hymns for the residents. We do 5 separate services - Conrad House, A Hall, B hall, Barnabas Court North and Barnabas Court South all have their own service with the appropriate Social Distancing. THESE SERVICES ARE NON-DENOMINATIONAL SO EVERYONE IS INVITED TO ATTEND.

Thank you to Deacon Chuck and the Recreation Staff for making this happen.

Have A Wonderful Weekend!

**HAPPY FATHER'S DAY TO ALL THE DADS OUT THERE!!!!**

**STAY SAFE AND STAY HEALTHY!!!**

Vicky Wittuck

**Brevillier Village COVID-19 UPDATE - Tuesday June 16th, 2020**

Hi All - what a beautiful, sunshiny day!!!

Maureen has included the Parade details & [registration link to the RSVP Form for the Car Parade on July 5<sup>th</sup>](#) with this update!!! The flyer has all the details. Once again, we are so excited and chose to honor all our heroes!

***Residents, staff, families, volunteers and of course the  
brave men and women of Fairfield Volunteer Fire Company.***

The new addition to this Parade is that we are going to make possible a socially distanced face to face visit. When you register for the parade, we will explain what that entails.

PLEASE REFER TO THE FLYER FOR DETAILS!!!!

***It will be a Red, White and Blue kind of DAY!!!!***

Ball Pavilion residents and staff are about halfway through their COVID swab tests as required by the Pennsylvania Department of Health. We do not have all the results back yet but of the ones we do have back they have all been negative. If we receive a positive result, we will be notifying all residents and families as required by federal regulation.

Enjoy the beautiful weather!

Wear your masks, comply with social distancing so we can try and end this sooner than later!

Be SAFE, Be HEALTHY and we will get through this together.

Each day is a new Blessing,

Vicky Wittuck  
Senior Vice President

**SEE BELOW FOR CAR PARADE DETAILS!**



# Car Parade



**Sunday July 5<sup>th</sup> Line-Up @ 1:30 pm, Parade @ 2 pm**

**Sunday, July 5th**

**Be sure to decorate and wear Red, White & Blue!!!**

**Line-Up:** 1:30 @ Klein School Elementary School 5325 East Lake Road Erie, PA 16511

Upon line-up at Klein School, we will be accepting donations for the Fairfield Volunteer Fire Department: Bottled Water, Gatorade, Powerade, Pop, and/or packaged snacks. If you cannot attend but would like to donate, please drop off to any of the Brevillier Village offices by July 3<sup>rd</sup> or you can make a cash donation on the Facebook event page.

**Parade Start:** @ 2 pm

**Parade Route:** The parade will proceed East from Klein School to the BV Share Care Homes on Cambridge & Fischer, then head West on East Lake Road to the Village! All traffic leaving will exit West (turn right) on to East Lake Road.

**What's New:** You may schedule a face-to-face meeting with your loved one. To do this please indicate that you wish to do so in the form below including a current cell phone number. You will be contacted with details and instructions. Meetings will be approximately 5-10 minutes and CDC social distancing regulations in place.

**RSVP Here:** <https://forms.gle/VxiBt4EqDJgt1Rxx6>

**Questions? Contact:** Maureen Rizzo (814)899-8600 ext. 210





**BREVILLIER VILLAGE COVID UPDATE - Friday, June 12TH, 2020**

Happy Friday everyone,

This week we have been very busy with 3 projects:

- ***Finalizing Plans for the Heroes Car Parade on July 5th and the New Van will be in the Parade!***
- ***Beginning to test all staff and residents of Ball Pavilion for COVID 19 per the Secretary of Health order. We should be completed in the next 10 days to two weeks.***
- ***Investigating different options for safe outdoor visitation for residents and families. We hope to begin in early July.***

As soon as we have specific details, we will get that information to you.

Just a reminder to watch our Facebook and Instagram posts for fun updates around the Village.

Also remember that I post updates generally on Tuesdays and Fridays each week so check the Brevillier Village Website. Also please let family members know they can get information from Social media sites also.

Thanks to families who have been sending Jean and I lots of different articles they have found with information on a variety of topics. We do read them and at times have seen some good suggestions.

Enjoy what looks to be a very beautiful and comfortable weekend! Do something fun but wear your masks and be aware of social distancing!

Stay Safe, Stay Healthy and we will get through this together!

Grateful for all the support!

Vicky

## BREVILLIER VILLAGE COVID 19 UPDATE - Tuesday June 9th, 2020

Dear Residents and Family members,

The State of Pennsylvania and the PA Department of Health, as of today June 9th are requiring that all residents and staff of skilled nursing facilities be tested for COVID 19 prior to July 24, 2020.

They are attempting to have each facility create a baseline for the organization as well as have accurate data for the state as to how many positive cases are in long term care.

We will begin testing residents and staff this week.

Nurses or staff will notify you when your resident is being tested. Residents and /or their Power of Attorney may refuse the test. If you or the resident refuses the testing, the regulation states the resident will need to be isolated for 10-14 as you would be considered possibly infected with the virus. At that time, it is possible you maybe be moved temporarily to a different room to cohort with other residents who refuse testing.

I am hopeful that we will have 100% compliance with the testing. If we have tested a resident in the last 14 days, they will not need to be tested again unless they have symptoms.

The state order goes into much more detail, but I am giving you the basics and how this will affect residents. We hope to complete all the testing in the next 10-14 days along with the employees.

Residents and families will be notified of the test results as soon as we receive them. I anticipate a delayed period for results since all local facilities will be testing and that will be many, many tests.

We are anticipating that an order will come forward from the state in the next few weeks and we will be testing residents and staff from Barnabas Court also.

Please feel free to contact me if you have any questions at [814-899-8600](tel:814-899-8600).

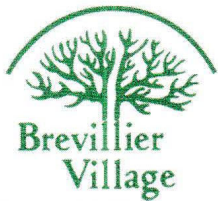
**We are also meeting this week to plan the CAR PARADE scheduled for Sunday July 5th so watch for those details later this week with my Friday update or next Tuesday's update! We are really excited!**

**We also may have the new van coming to Brevillier later this week!! Which is also great news! We will have it for all to see in the Car Parade!!!!**

Have a Wonderful Week!

Stay SAFE, Stay HEALTHY and we will get through this TOGETHER!!!!

Vicky Wittuck  
Senior Vice President



Housing and Health Care Community

## BREVILLIER VILLAGE - COVID UPDATE MAY 29TH, 2020

Good afternoon to All,

With Older Americans Month coming to a close, we continue to celebrate the best of our Brevillier Village Community!!

Just a few positive moments we shared in May:

- The Car Parade was a huge success and lifted everyone's spirits!
- High school, college and RN school graduations for staff occurred.
- With the help of the federal COVID funds we were able to do Appreciation Pay for staff.
- As of today, we have weathered the month with **no positive COVID** cases among staff and residents.
- Residents have been able to get outside in the nice weather with the help of the Recreation staff when needed.
- Families have continued to send in treats for staff and residents.
- We have moved onto our summer menu for dining and the residents are excited.
- The Conrad House store has been able to stay stocked and open for business thanks to staff from CH and the Mansion.
- Our supply of Personal Protective equipment is getting better - but at a much higher cost.
- Staff have come to work in record numbers.
- The construction on Cherry Blossom Lane at Ball Pavilion is going really well and hope to be done by mid to late June.
- We have added 6 new staff members to the Village in May.
- The interior Courtyards of Ball Pavilion have opened so residents can get outside.
- Our Facebook hits have been tremendous this month and more people are following us on social media.
- Barnabas Court South will see the return of the Hospitality cart so they can buy some goodies with the help of staff.

And June will be just as exciting!

I am sure my list could go on and on but truly residents are just happy to have activities, go to the dining room for meals, get mail, see families through the glass doors or windows. We continue to encourage Skype and Face time with loved ones.

**We will have a big announcement on Tuesday about how Brevillier Village plans to Celebrate the 4th of July in Restrictions! So, make sure you check out the June 2nd Update!**





**BREVILLIER VILLAGE COVID UPDATE - MAY 26TH, 2020**

Hope everyone had a Socially Distant Memorial Day yesterday.

**Thank you so much to our Service Men and Women who gave their lives to honor our country and our citizens!**

Hope everyone is having a wonderful Tuesday and enjoying the sunshine.

This week I need to share some concerns about our residents and staff having increased exposure to COVID 19 since our area has moved to the yellow phase in the Governor's plan to open areas of the state. The increased number of positive cases is expected but what concerns me is the cases that are now being reported regularly in our area nursing homes and personal care facilities.

The increase of COVID in the community is now causing the skilled nursing facilities and personal care homes to potentially be more restricted. New guidance from the state has us developing a specific plan for testing whether it is universal, symptomatic or exposure. We have seen an increase in the need for staff testing due to an increase in exposure due to lifting restrictions. The more tests needed the chances we have a positive and the more restrictive we will need to become.

I am encouraging families of independent residents to limit taking residents out into the communities where the exposure becomes greater. I wish I had the confidence that everyone is being cautious, but I know better and have seen the lack of masking and social distancing. I need you to think about the BV community at large and what will happen if COVID comes to our campus. It will be more difficult on residents, families, and staff.

I ask that you think about the risk versus the reward. The longer we prolong COVID in our community the harder it will be for us or the government to lift visiting restrictions.

Our staff are working daily to find alternate ways to provide visits, but we have been having a hard time coming up with creative ideas that would keep everyone safe. We have reports of visitors coming to the Village and sitting with residents outside with no masks. When they see staff, they hop in their car and drive away.

We are not sure how often this happens but hear it happens a lot on weekends.

Please help us to keep our residents safe by following the guidelines that have been put forth from BV Administration in conjunction with CDC and State agencies. Two thirds of the 5,152 deaths in PA as of yesterday have been from residents residing in nursing facilities and personal care homes.

If we do not follow this guidance, then the restrictions will continue for a very long time.

Thanks to everyone who has been cooperating, it is gratefully appreciated!!

Stay Safe and Stay Healthy and we will get through this together.

Gratefully ~ Vicky Wittuck, Senior Vice President



## **BREVILLIER VILLAGE COVID-19 UPDATE MAY 22nd, 2020**

### **IMPROVING TELEPHONE CONVERSATIONS WITH OLDER LOVED ONES IN A COVID-19 WORLD**

*FAMILY MEMBERS CAN STILL BRING SMILES, A SENSE OF CALM, AND WELL-BEING TO THEIR LOVED ONES, DESPITE SOCIAL DISTANCING AND VISITATION RESTRICTIONS*

COVID-19 has been hard on our residents – and on your loved ones.

Rest assured, our staff members continue to bring some joy, lightheartedness, and smiles to every resident in our care here at Brevillier Village. Because of social distancing guidelines and strict precautions, we take daily to make every effort that none of our residents are exposed to COVID-19, in-person, face-to-face visitation for family members remains restricted at this time. But family contact over the telephone or via video chat with your loved ones continues to be amazing medicine that our Brevillier residents continue to need. Without fail, one of the fastest ways to see a resident's face brighten is to tell him or her, "Your family members are on the phone and they want to talk to you."

"The best thing you can do is be positive when you are on the phone or video chatting with the residents," said Vicky Wittuck, Senior Vice President at Brevillier Village.

"Maybe try telling funny stories or sharing happy memories. I realize how hard this is for everyone but keeping the residents' spirits up will be essential to them as this restriction continues."

Tammy Kordes, a clinical psychologist who works with many Brevillier residents, said restricted visitation measures also increase the risk of residents becoming depressed or anxious. The change in resident routines can be difficult to adjust to.

"This is most often related to decreased family presence and perceived support, as well as a change in daily routines and activities," Kordes said.

For many of our family members, phone conversations are more challenging than face-to-face conversations with our older loved ones. Oftentimes, hearing loss makes telephone conversation challenging. Language difficulties – understanding spoken language or producing spoken language – which often results from strokes, as well as

memory impairments related to aging and dementia also can get in the way of great conversation. To help family members make the most of telephone conversations with loved ones – and to help lift the spirits of your loved ones in our care – the Brevillier speech pathology team has a few suggestions compiled from different resources such as the Dementia and Alzheimer's Wellbeing Network and the Alzheimer's Association that may help improve the quality of telephone conversations with loved ones.

A great start is setting your loved one up for success. If you know that your loved one hears better from one ear over another, be sure to let the staff member handing off the phone know which ear your loved one should use when holding the telephone.

Do your best to pass along a positive mood. When our loved ones have difficulty recalling recent events or may struggle to tell you specific events from their day, use the call to let your loved one know what you have been doing during the week. It also may be helpful to recall or retell some happy or favorite memories from your childhood – that likely hold happy memories for your loved one as well.

“Use your phone call to sing songs with your mom, or her favorite hymns, or tell her stories of things she did for you that enriched your life,” recommends the Dementia and Alzheimer's Wellbeing Network. “Your goal should be to give her the experience of having your full attention, and to communicate your caring by recalling happy times for her that she cannot recall on her own.”

Focus on what matters most – that you love your family member, and that he or she loves you back. Often when communicating with our loved ones who have dementia or a related memory impairment, we hear them tell us things that we know are not true. They may seem to make up stories or events or may even think they are in another time or place. Sometimes when we attempt to correct our loved one, this can cause more confusion or frustration – for you and your loved one. “Always avoid asking your loved one, ‘Don't you remember?’ This is a natural response, but a quick way to make our loved ones feel like they have failed us,” said the Brevillier speech pathology team. “Try your best and exist where your loved one is; try to validate what they are saying: ‘Isn't that wonderful?’ ‘That must have made you very sad.’ ‘That must have been very scary, but you know I love you very much.’”

Kordes encourages family members to “emotionally join” with their loved ones by telephone. She also recommends to avoid debating, arguing, or making statements that could encourage anxiety.

“While we all understand that the residents are struggling from an emotional perspective, it is okay to recognize that the rest of us struggle, too,” she said. “Rather than stating, ‘Mom, I am not allowed to come and see you,’ I would encourage statements such as, ‘I know this is hard on you, mom, and it is hard on me, too.’ Rather than focus on restrictions, I recommend we focus on our ability to maintain safety. For example, instead of saying, ‘Isn’t it terrible that we are *stuck* at home?’ I would encourage comments such as, ‘Isn’t a blessing that we have the ability to be *safe* at home?’”

The Dementia and Alzheimer’s Wellbeing Network agrees with Kordes and her call to emotionally join with family and loved ones via phone at this time.

“Rather than focusing on what’s true or factual, it’s better to spend our time on the phone communicating our love and desire to spend time with them,” stated the Dementia and Alzheimer’s Wellbeing Network. “We shouldn’t expect verifiable facts from someone who’s losing memory and rational thought. What someone with dementia says happened is possibly true, but not necessarily true. So, don’t correct or question the validity of what your loved one says. Focus on what matters: that you love them and are enjoying talking with them.”

Prepare before you call. Write down several events from your week you know your loved one may enjoy hearing about. This will help you to avoid awkward pauses in conversation, help the conversation last longer, and give your loved one the sense that you are enjoying your time chatting with them. “Every time they return to asking about the weather, or how you are, take that as your cue to share another anecdote,” recommends the Dementia and Alzheimer’s Wellbeing Network.

“When someone with dementia makes a general comment about the weather or how nice it is to hear from you, he or she is trying to keep the conversation going without the aid of memory – not communicating a lack of interest. Most importantly, remember that moods seem to last longer for people who have dementia than for those of us with healthy brains. If you take care of providing the stories and anecdotes for your conversation, your loved one will experience companionship and love – and not feel that they have failed at conversation. They will retain a sense of being loved that will last long after you hang up.”



A few other ways to set our loved ones up for successful conversation is to be smart about the questions we are asking – and the ways in which we ask them. If you're going to venture into conversation about a certain topic, announce the topic to your loved one to improve the chance that they can follow along. Other rules of thumb include speaking slowly and clearly and turning off all background noises on your end. Try to ask lots of "yes" and "no" questions. "Most importantly, be sure to give your loved one plenty of time to respond to collect their thoughts. Be patient and offer reassurance. It may encourage the person to explain his or her thoughts," recommends the Alzheimer's association.

Mike Molitoris  
Speech Pathologist, Rehab Team  
Brevillier Village



## **BREVILLIER VILLAGE COVID-19 UPDATE MAY 15TH, 2020**

Happy Friday EVERYONE!

*WE ARE GETTING VERY EXCITED FOR OUR CAR PARADE TOMORROW!!!!*

***Lining up cars starts at 1:30 tomorrow at Klein school!***

*WE HAVE SO MANY PEOPLE SIGNED UP TO PARTICIPATE!!!! THE RESIDENTS AND STAFF WILL BE SO UPLIFTED BY THE SUPPORT! WE THANK YOU FOR SHARING YOUR TIME WITH US!*

This week has been another very busy week with new guidelines from the state and federal government concerning testing of nursing home residents and staff on a routine basis.

The hospitals have also received guidance where any resident from a nursing home that goes into the hospital will automatically have a COVID test, as well as any person who is admitted to the hospital and will need to go to a nursing home after discharge for care or Rehab, will be given a COVID test. This is very important and a huge step for tracing. The only downside to the new guidance is that the hospital can transfer the resident to a nursing facility before they have the results! The Guidance also says we are not able to refuse them admission on the basis that the results are not known at the time. I know, what can I say??!!!

Not really quite sure how this will play out just yet but will keep everyone updated.

Please remember, if you are not feeling well please don't come in the buildings to drop off any goodies or items! Have someone else deliver them for you or hold off until you are feeling better. We really appreciate this.

We have made it another week with NO positive COVID cases for residents and employees - we are so happy!!!!

PRAY FOR NICE WEATHER TOMORROW AND WE LOOK FORWARD TO SEEING EVERYONE!

**As always, Stay Safe, Stay Healthy and we will get through this TOGETHER!**

Vicky Wittuck

**BREVILLIER VILLAGE COVID-19 UPDATE MAY 12TH, 2020**

What a beautiful sunny day!

For this update I am going to revert to the Question and Answer format as we have had many questions come in recently.

**QUESTION:** Please clarify policy on masks for visitors and staff.

**ANSWER:** The policy for visitors is simple. If you are coming to the office to drop off items for your loved one you must have a personal mask on. If you are visitor who is going in the facility proper for a Hospice visit or time with someone who is passing, you will be required to wear one of our masks that you can get at the office when you have your temperature taken at Ball Pavilion. All visitors are to be temped at Ball Pavilion before entering another facility on campus. All these rules are still applicable and will remain this way indefinitely.

Staff masking is a little more complicated as the type of mask they wear is dependent on several factors. One is the proximity to residents and if they go from one building to another. Staff are to be masked at all times by masks we provide once they enter the front door of Ball Pavilion to wash hands, complete screening, and have temperature taken. The same protocols are in place for them as for visitors. All staff must come to Ball first to complete this process before going to the building where they are working.

**QUESTION:** Are visitors able to stand outside the fenced area of BC North or South and speak to their loved ones with a mask on?

**ANSWER: NO!** When you are visiting you must have some type of protection such as glass, plexi glass, etc. between you. You cannot both be outside and visiting face to face. We ask that you really follow this guidance, as we are working so hard to keep COVID away from BV!!! You must have a mask on as soon as you get out of your car to make a delivery, approved visit, etc. We had a few residents outside and their families showed up "unexpectedly" and were hugging, etc. Believe me I understand. I have an 85 year old Mom who lives out of town who I have not seen since before Christmas! But if we see this then the resident needs to go in quarantine for 14 days.

**QUESTION:** Why are we still taking admissions?

**ANSWER:** People still need care! When someone is admitted from the hospital, they come to us and are quarantined for 14 days before we allow them to come out of their room. We utilize isolation precautions when caring for them. If they did not have a COVID test prior to coming, we will test them when they get here. At this time, we are not taking anyone from the hospital that tests positive for COVID unless it is someone who lives at BV or has a tie to our community. We have private rooms available as well as the appropriate PPE.

**QUESTION:** Do we have enough PPE?

**ANSWERS:** For right now we are doing fine. AMEN! If we had a positive case, we would obviously go through PPE quicker. That is why we are continuing to order as much as we can find. We are supposed to be getting a one-week supply from state and federal agencies. We have not seen it yet. All nursing homes are receiving this across the state.

**QUESTION:** Can I send in goodies for staff?

**ANSWER:** The staff are working very hard! I know the treats mean a lot to them. We have been doing things for staff like Free Meal Mondays, free haircuts by our BV stylists and we just got them all tee shirts recognizing them as essential workers. Bring items to the main offices and we will distribute them. PLEASE DO NOT SEND ITEMS TO A PARTICULAR STAFF MEMBER! THEY ARE NOT ALLOWED TO ACCEPT THEM! SOME FAMILIES HAVE BEEN DOING THIS. I KNOW THE SENTIMENT BEHIND IT BUT ALL BV WORKERS DO AN AMAZING JOB AND WE DO NOT WANT TO SLIGHT ANYONE! WE NEED TO MAKE SURE THEY ARE ALL RECOGNIZED. IT TAKES 250 SOULS TO MAKE THE VILLAGE A CARING COMMUNITY!

**QUESTION:** Have you tested any staff or residents for COVID or COVID exposure?

**ANSWER:** Yes, we have tested 1 resident who was negative and one resident we are awaiting results. We have also had 3 employees who were tested and were negative and several who have been in quarantine in the past few months due to a potential exposure who were all able to return after the 14 days! To date we have been very blessed, but I truly believe it is because of the strategies we have put in place and employees being extra careful. This is not the time to let our defenses down! With numbers rising in Erie we must be extra vigilant.

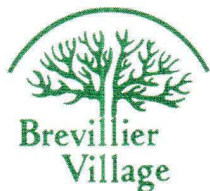
We welcome all your questions so please do not hesitate to call if you have one!

As always be Safe, be Healthy and we will get through this together!

Watch for our next update on Friday the 15th of May!

Vicky Wittuck





Housing and Health Care Community

## **BREVILLIER VILLAGE COVID-19 UPDATE FOR FRIDAY MAY 8TH, 2020**

Happy Friday to everyone!

Please refresh your memory for our Mother's Day Call In and Delivery procedures posted this past Tuesday!

This process is especially important to families and residents being able to connect on Sunday!

We also did an email blast to families for whom we have email address, so if you have not checked your email yesterday or today you might want to take a peek! This is pertinent mostly to Ball Pavilion and Barnabas Court North!

### **We are so looking forward to the Car Parade** *Rescheduled for Saturday May 16<sup>th</sup> at 2pm*

Our COVID update for this week involves watching the numbers of positive COVID cases in Erie County. Yesterday's spike was a little concerning and we will watch this in the upcoming days and weeks.

Many families keep asking when do we think we will be able to visit? Which is a very difficult question to answer as things are changing daily. My best guess is that our area will stay in the yellow for at least the month of May. If the spike continues, we may end up going back to red. I feel green is going to be a lot harder to accomplish and will take a longer period of time.

Last night I saw on the news that several churches have suspended in person services through the end of June without waiting to see what happens in the yellow phase.

We are preparing for life to be in restrictions through at least June and we will be excited if it happens sooner.

We have been blessed this week to have NO positive COVID employees or residents so please continue your prayers and good thoughts that we have another good week next week!! Day by Day Week by Week, that is how we all get through this!

**Stay Safe, Stay Healthy and we will get through this together!**

**Happy Mom's Day to all the Moms and Grandmas out there!**

Vicky Wittuck  
Senior Vice President

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Housing and Health Care Community

**BREVILLIER VILLAGE COVID-19 UPDATE - Tuesday MAY 5TH, 2020**

Hi-Ho everyone!

What happened to Spring?!

**Big News this Week**

*We are rescheduling the Car Parade that was set for this Saturday May 9th, 2020 to next Saturday May 16<sup>th</sup> due to the horrible weather forecast for the weekend! Unless you call and cancel, we will assume you are still participating.*

Another big event we have this weekend is Mother's Day this Sunday May 10<sup>th</sup>, 2020.

We need to plan this day as we anticipate MANY phone calls and deliveries.

On Saturday the 9<sup>th</sup>, both offices will be open at Ball Pavilion and Barnabas Court North. The Ball Pavilion hours are 9-4 and the BC hours are 10am until 3pm. I would make your Mother's Day Deliveries and even phone calls on Saturday, if possible.

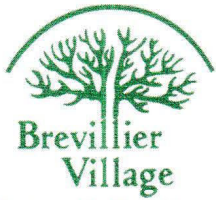
For calls or Skype on Sunday, we are strongly urging you to call the following staff to set up appointments. We will be having extra staff from Recreation and Administration on Sunday to assist with calls/deliveries.

If you do not set up a time then we cannot guarantee you will get through, as we expect a high volume of calls and staff will not be able to tie up the nursing phone lines for personal calls. We are adding phones in several places and staff to help residents make these calls to avoid delays as much as possible. If they will be using a Brevillier phone that day we ask that you limit the calls to 10 minutes, so everyone has a chance to speak with their family.

For calls for Ball Pavilion please call Val Savoia this week between 8:30 and 4:30 to make your appointment. For calls for BC North please call Emily Maloney this week at the same times above.

We are asking that you make an appointment even if your loved one has their own phone so we can make sure they are in their room at the approximate time. The staff will call your number and make sure the resident is ready to call. If the resident is able to handle calls themselves and be available to answer then you do not have to go through the appointment schedule.





Housing and Health Care Community

We are asking you not to call in that day and ask us to get people to the phone - we need you to go through the above process as the phones will be busy all day and staff still need to provide care.

Do not be surprised if you get a busy signal or the phone keeps on ringing that day, because of this, a Saturday call or Monday call might be a better choice.

On top of this people will be calling to have us get residents to the windows, etc. We are setting this up to avoid the difficulties we experienced at Easter.

Please share this information with family members also or refer them to the Website.

We really appreciate your cooperation, so all residents have a chance to connect with their families!

Thank you!

Stay safe, Stay Strong and we will get through this together.

Vicky Wittuck





## **BREVILLIER VILLAGE COVID-19 UPDATE MAY 1ST, 2020**

Good Afternoon everyone,

How can it be May 1st already!!!!!!

This week we have maintained another week of being a COVID free campus! This makes us very happy!

The Brevillier Village strategy at this time is to do what we can to prevent COVID from coming here. We are being very COVID cautious.

The upcoming changes set to take place on May 8th will not affect health care in general. The long-term care community and the hospitals will continue restrictions through the month of May 2020. At some point this month we will look toward June to see what regulations will be in place but at this time there is no talk of allowing visitors into buildings and care facilities. We will need to wait and see if the expected 2nd surge of cases happens now that states are slowly opening.

Please make sure you check out our Face book page or Website for a fun event on Saturday May 9th - our Car Parade event will be a blast! To register please go to the sites listed to sign up to participate.

Overall, the residents and staff are doing remarkably well! We are all just trying to keep everyone's spirits up. The amazing thing is that when a resident or staff member seems to be having an "off" day, other residents and staff are there to help to lift their spirits. I think we are learning many things about Perseverance, Patience, and Priorities!

Have a wonderful weekend and don't forget to call, skype, send cards, etc. The residents really love getting mail and hearing from you!

Stay Safe and Stay Healthy and we will get through this TOGETHER!

Vicky Wittuck

**BREVILLIER VILLAGE COVID-19 UPDATE FOR April 28TH, 2020**

Good afternoon residents, families, and friends of Brevillier Village,

Not much has changed on the COVID front at this time. We are saddened to see the numbers increasing in Erie and Pennsylvania each day and pray for wise judgment as states try to open back up!

When I came to work this morning, this thought of the day greeted me in an email: **"I slept, and I dreamed that life is a joy. I woke and I saw that life is all service. I served and I saw that service is joy."** By Kahlil Gibran. Just reading that quote gave me energy for the day!

As Older American's Month approaches and families and friends keep asking what we can do for the residents and staff, I thought about how the residents are spending their time. One way I know of is that many of those who can read are looking for new books!

**So, we are having a new book drive!**

*(Large print preferably)*

We have large print libraries in all the buildings, and they could use some fresh books to read! If you would like to order a large print book and have it sent here or deliver it to us that would be a joy for so many residents! We would certainly share them throughout the buildings. Even large print crosswords and word search books are great! You can drop them off at the BP office and we would make sure that each building gets some of these donations!

Also, for those who do not read, a new spring artificial bouquet to dress up their space would be lovely, and they could see it all the time! What about a fun poster for their room? I just saw a picture online of a resident in a skilled facility who had posters of Elvis in their room! We also have some residents who have no family so an extra gift could go a long way to helping those who have no family.

I am sure you may even have more ideas! May is usually a remarkably busy month for us as we celebrate our older adults. We do not want the Pandemic to take all the fun out of it!

**WE ALSO NEED YOUR HELP WITH DELIVERIES!**

Please review the schedule for resident deliveries below.

*Schedule for resident items being delivered by families and friends:*

- Ball Pavilion: Mon. – Fri. 8:30am-8pm, Sat.-Sun./Holidays 9am-4pm at Ball Pavilion Office
- Conrad House: Mon. – Fri. 8:30am-4:30pm at Conrad House Office
- Barnabas Court North & South: Mon. – Fri. 8:30am-4:30pm, Sat. 10am-3pm at Barnabas Court North Office ONLY. No deliveries on Sunday. Any deliveries on Sunday must go to Ball Pavilion and will be delivered to residents on Monday.

**Watch for schedules for deliveries and phone calls for Mother's Day!  
It will be in next week's Tuesday update!**

Thank you so much for your cooperation with this, we are incredibly grateful! Please call if you have any questions!

**STAY SAFE AND STAY HEALTHY AND WE WILL GET THROUGH THIS TOGETHER!**

Vicky Wittuck

Senior Vice President  
Brevillier Village





## **BREVILLIER VILLAGE COVID-19 UPDATE - April 24th, 2020**

Good Afternoon to our residents, families and friends of Brevillier Village.

There has been so much in the news this week about re-opening our state and city! As a health care organization, we are not really even in the discussion at this point!

Brevillier Village is officially announcing that we will continue the existing restrictions for May 2020 unless we have a positive COVID case within the Village.

But there is some fun news: The month of May has for many years been designated **OLDER AMERICANS MONTH** and we are thinking of fun and safe ways to celebrate all of our residents!

Watch for information in upcoming newsletters, Facebook and the website for some fun "events".

But today I just want to concentrate on the theme that **"HEROES WORK HERE"!**

All health care workers no matter what their job are heroes to us!

Just think of the 250 people who work at Brevillier and the jobs they need to do well each and every day to take care of our residents and your loved ones and friends!

Positions such as and in no particular order:

Director of Dining Services, Dining Servers, Housekeepers, Maintenance technicians and assistants, bookkeepers, secretaries and receptionists, Vice President of Residential Services, Personal Care aides, Recreation Leaders and Aides, IT Technicians, Cooks, Nurses, Nurse Aides, Van Drivers, Human Resources Director and Assistant, Occupational Therapist, Director of Environmental Services, Purchasing Coordinator, Chaplain, Laundry assistants, Floor techs, Evening Clerical, Social Workers, Resident Care Coordinator, Infection Control Nurse, Administrators, Medical Secretary, Director of Finance, Speech Pathologists, Recreation Director, Treatment and Wounds Nurses, Admissions Case Manager, Director of Development, Director of Share Care and Home Care, Physical Therapists, Director of Rehab, Respiratory Therapist, Medical Director, Director of Nursing, CEO, Physicians, Nurse Practitioners, Director of Admissions, Laundry Assistant, Janitorial Assistant, Psychologists, Foot Doctor, Groundskeepers, Painter, Evening Server, Support LPN, Nursing Team Trainer, Medical Assistant, Stylist, Occupational Therapy Assistant, Home Care Aide.

The people who fill these positions are the people who make the lives of others as happy as possible! They do their very best in their own way to bring safety, caring and kindness to each individual resident.

I know they are **my heroes** and I know by the wonderful support we have received from everyone they are **your heroes** also!

With Grateful Admiration to each person,

Vicky Wittuck

Jeff Wieser

Jean LaFuria

Brevillier Village Board of Directors

## **BREVILLIER VILLAGE COVID -19 UPDATE – Wed. April 22, 2020**

Dear Residents, Families and Friends,

Sorry I am a day late with the update, but we have been fielding many new regulations and guidelines this week! The daily reporting has become a challenge unto itself for all the government agencies that want different information!!!!

From the COVID-19 perspective I am thrilled to report that we have no active COVID-19 cases at Brevillier Village that we are aware of. Our monitoring of residents, staff and vendors has increased with new questions on the surveys, including loss of taste and/or smell.

As everyone is aware, we are now at May 8th for the stay at home order as published by the Governor's office.

At this time, I am fairly certain we will not be changing our visitation restriction during the month of May for any of the Brevillier Village buildings. If we would get positive COVID here the restrictions would become even stricter.

People are so generous to ask, "What can we do to help". Honestly, the best thing you can do is be positive when you are on the phone or video chatting with residents. Maybe try telling funny stories or sharing happy memories. I realize how hard this is for everyone but keeping the residents spirits up will be essential to them as this restriction continues. We are trying to accentuate the positive things like a warm bed, great food, familiar staff faces, bingo, the HAVEN animals, etc. The more optimistic we can be will help keep the residents and staff positive.

Some families have talked about taking residents who are able, home with them. If you want to discuss this please contact the Social Worker in your building, Jean LaFuria or myself and we will help guide you through that decision process as there is a lot to think about.

It was certainly a pretty nice day today to celebrate EARTH DAY's 50th Anniversary! Go to our Facebook page and see the beautiful pictures Maureen Rizzo, our Development Director, took on the Brevillier Grounds today! They are so magnificent.

**Stay Safe, Stay Healthy and we WILL get through this TOGETHER!**

Vicky Wittuck  
Senior Vice President

## **BREVILLIER VILLAGE COVID -19 UPDATE – Friday, April 17, 2020**

Today's message is going to be kind of short and sweet!

We are so inspired by the residents and how resilient and adaptable they are with this very life changing situation!

It amazes so many of us that they are trying so hard to be the strong ones in all this chaos!

Even with the change in their abilities to move freely throughout the buildings, to hear about social distancing, to see us all wearing masks they still continue to smile, laugh, and make us feel better.

As the days and weeks pass and the restrictions continue and become more stringent, most of the staff look forward to coming to work, to see their appreciative faces each and every day!

Don't get me wrong we have a few resident Mr. and Mrs. Grumpy Pants, but that is okay!!!! We love them even though they can drive us just a little crazy! HEHEHEHEHEHEHE!

We all try, residents and staff alike, to laugh, stay positive and bring joy to each other. Some days that can be challenging but that is what we need to do so this virus does not get the best of us!

Know you are all in our thoughts and prayers every day!

STAY SAFE and STAY HEALTHY and WE WILL get through this together!

P.S. Several reminders for Barnabas Court families

- All deliveries for residents must come through the BC North office - please do not deliver anything to South. All items must be delivered
- Monday through Friday from 8:30am to 4:30pm, Thank you!



Continued ....

- When trying to see a resident through their window at BC North please do not open the chain lock on the courtyard fence and walk in the courtyard. **THAT GATE MUST BE KEPT LOCKED AT ALL TIMES FOR SECURITY PURPOSES.** You must call ahead, and we will get them to a window so you can see them.

Thank you,

Vicky Wittuck  
Senior Vice President

## **BREVILLIER VILLAGE COVID -19 UPDATE - April 14, 2020**

Good afternoon everyone,

Luckily this week is starting out a little quieter than last week! Amen to that!

There continues to be much new data and regulations that are appearing from regulatory agencies each and every day!

We continue to be vigilant with our assessments of residents and staff for any signs and symptoms of COVID-19. We are completing vitals twice a day on every resident and continuing our staff assessment each time they arrive at work. According to the most recent Pennsylvania data they are predicting the Erie peak will not be until end of April to mid-May.

I would like to begin preparing residents, families and friends, that come April 30th we may not see a change in the visitation policies for health care environments like Brevillier Village. With our residents being the most vulnerable to COVID, this limitation could go on for some time past the end of April. The governor's office along with the CDC is also recommending the discussion that once a campus like ours has a positive COVID case or cases, that no coming on the grounds for families and visitors would be permitted. The only exception are employees of established home health or home care agencies.

I am bringing these topics to your attention so you can prepare just in case we would need to comply with these directives. If that occurred, we would have designated drop off site and times where we would come and pick things up for residents. At this time, we have no known or confirmed cases of COVID at Brevillier Village. But I feel it is better to be knowledgeable about the possibilities moving forward and hope we never have to institute them. We all realize the longer this pandemic exists the more frustrating it will be for people.

The other recommendation the CDC and medical experts are asking is that we utilize this time to do a thorough medication review for all persons over 65 years of age. They feel that too many older adults are on too many non-essential medications and some of their chronic conditions are a result of interactions from those medications. We will be working very closely at Ball Pavilion and Barnabas Court with their physicians and the full-time nurses who work with them to begin these reviews. No medications will be discontinued until the review is complete and the nurse calls to discuss the recommendations with the resident or Power of Attorney.



As you can see, we are trying to work on some important projects! We are learning so much from this Pandemic and we will be revising our Emergency Management Plan to strengthen our response to these situations.

Our adherence to Social distancing appears to be working at this point so we all need to do our part to help eradicate this virus.

The residents surely do miss all of you! As do we! We are all so grateful for your patience and cooperation. Please watch for some new resident pictures this week as well as comments from staff on the Website and Facebook!

Please call if you have any questions.

**Stay Safe, Stay Healthy and we will get through this TOGETHER!**

Vicky Wittuck  
Senior Vice President





## **BREVILLIER VILLAGE COVID-19 UPDATE - April 10th, 2020**

On the most solemn day of Holy Week, Good Friday, I think so many of us are thinking about the Word, **SACRIFICE**. For religious minded people this is the day Jesus **SACRIFICED** himself for all of us. He gave his own life as a symbol of the good in the world.

This Easter, many of our family, friends and global citizens are **SACRIFICING**! Our health care workers around the world, country and right here at Brevillier Village are doing an amazing job of keeping our residents and their patients safe and healthy as possible. They are also facing death not just of their patients but also their placing their own life in great jeopardy to help others. Their **SACRIFICE** goes beyond words!

This weekend I hope we appreciate all those essential workers, no matter what their job, are **SACRIFICING** to keep us safe. They are certainly the lifeline for so many and provide compassionate comfort to those who will not win the fight over this virus.

**THANK YOU TO EACH AND EVERYONE OF THEM, but especially to all those wonderful people who come to work each day at BREVILLIER VILLAGE, to care for our residents and your loved ones!**

**Life at the Village has been quite hectic this week! Here are just a few examples of the past week's events:**

- New mask protocols started yesterday and today. We are working out some of the kinks, but all staff are wearing some form of face protection.
- We tested one resident for COVID-19 and thankfully they were negative.
- Some of us are on a team with UPMC Hamot which is looking at how we will manage COVID positive people in long term care. There are so many issues to consider, and a huge amount of planning and discussion that goes into this type of protocol.
- We completed moving all residents off C Hall in Ball Pavilion and they are now relocated to the other 2 Units. We will have that unit available if we have positive COVID-19 cases within the Village.

- We have defined protocols for persons coming into the Village for admissions to our buildings which provide quarantine boundaries for the protection of the new residents and those already living in the Village.

We want to thank families and friends who have been bringing in treats or flowers for residents and staff to enjoy.

**A huge thank you to Carly Rowe, from St. Mark's Episcopal and Rev. Melinda Hall, the new Dean of the Cathedral of Saint Paul** for having beautiful flowers delivered for the tables in the resident dining rooms. They surely brighten the resident's day! I also hear they are having treats delivered to employees tomorrow!!! These small kindnesses are what lifts everyone's spirits!!!

**Finally, I would like to commend all the Leadership Staff of Brevillier Village for their "extraordinary" and "above and beyond" efforts to keep the Village a happy and supported environment for residents and staff alike. They are not only doing their regular work but are taking on many new duties with such a hopeful attitude! I know Jeff, Jean and I cannot thank them enough!**

***All of us at Brevillier Village wish everyone a Blessed Easter and as always, stay safe and healthy and we will get through this together!***

**Vicky Wittuck  
Senior Vice President**

## **BREVILLIER VILLAGE COVID -19 UPDATE - April 7, 2020**

Good afternoon Residents, Families and Friends of Brevillier Village,

Please know you are all in our thoughts and prayers and hope you are staying safe and healthy.

**With the current information we are receiving from the local, state and federal regulatory agencies we will be instituting some new guidelines within our organization, Brevillier Village:**

- We will be implementing over the next few days a new mask protocol for all employee's dependent on what their position is at the Village. As Erie is seeing a rise in community spread COVID this was our trigger to begin a careful protocol for staff wearing masks and the type of masks they will be able to wear. Anyone that can help with making masks that can assist in protection please call either myself or Jean LaFuria, and we would be glad to give you some direction on what is needed.
- We are trying very hard to limit staff from crossing over from one building to another and have made great strides in this area. We are initiating new protocols if staff must go from building to building.
- We received our first shipment of personal protective supplies from the Pennsylvania Emergency Management Administration. It was not a whole lot, but every mask, gown and shield will help and we are grateful for their support. We provide them a weekly update of what we need as do other health care agencies.
- Kelly Million, our Purchasing and Environmental Services Director is working so hard to find supplies which are in such high demand. Kudos to Kelly.
- We welcomed back Beverly Lasher, our Infection Control nurse who is back from a medical leave.
- I am in the process of setting up some counseling services for employees who may need to speak to someone. We also have a very active Employee Assistance Program through UPMC.
- We continue to have our psychologists coming in full PPE protection to assist the residents in need some stress relief. All in all, the residents are handling this so well and we are trying to keep up their normal routines as much as possible and keep them active with Recreation.



Housing and Health Care Community

**Page 2 of 2**

- Additionally, we are grateful to receive \$7500 from the Erie Community Foundation COVID Rapid Response Fund!

Every staff member of Brevillier Village (and I mean every staff member) is working so mindfully to keep the residents and their coworkers safe!!! We are so fortunate to have the caring and compassionate staff that we do, and I thank them from the bottom of my heart for their dedicated service!

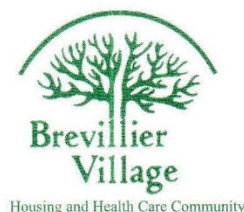
Please check out our new staff video on the Website and Facebook! Our team from Environmental Services is doing a great job to keep Brevillier Village clean and safe! You will be seeing more videos from all our departments during the month of April.

Watch for the next update on Good Friday!!!!

Stay safe, stay healthy and we will get through this together!

Vicky Wittuck, Senior Vice President





## BREVILLIER VILLAGE COVID -19 UPDATE - April 3, 2020

Good Afternoon Residents, Families and Friends of Brevillier Village!

This week as we prepare for Holy Week in many religious faiths as well as the budding of Spring flowers, we are reminded life is certainly a precious gift and one we all should cherish.

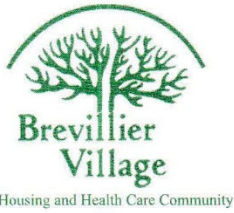
Thanks to everyone for all your positive emails and uplifting comments for residents and staff.

The Residents are doing amazingly well during all this. Of course, they are missing you all very much but most are very resilient.

### **The week has continued with all the following protocols in place:**

- Staff are still coming to work in record numbers. We are continuing and will continue to monitor all staff prior to them going to work. They must report to a central location and be checked for a temperature and any signs or symptoms of respiratory illness as well as complete a questionnaire directed by the CDC. Any staff that is ill will definitely be sent home and we have a CDC protocol of how and when they can report back to work.
- Almost all staff who will be required to wear N95 masks for care if we have a positive COVID 19 case have been fitted and we will complete that process by Monday April 6th, 2020.
- We are enacting policies and procedures specific to COVID-19 as required by all regulatory agencies.
- Finding ways to keep spirits up through activities, special foods, decorations, etc.
- I know some families may be getting some homemade cards in the near future! The residents are really enjoying this activity.
- Our animals are doing great and have been a source of comfort to residents and staff alike.
- Community members are sending in homemade cards, coloring sheets and decorations to cheer the residents.
- Today we received our first allotment of PPE equipment from the Pennsylvania Emergency Management Administration. Jeff Wieser has driven to Kane, PA to pick up hand sanitizer our Purchasing Director found.





**Things that you can do to help us comply in the required Social Distancing procedures:**

- If you are coming in to look through the window to see a resident - please call ahead so we know you are coming, and we can assist to get the resident to the window. Please do not bring your personal pets with you.
- Please do not come and park on the grounds and ask us to bring a resident outside. This is not acceptable by the CDC and we really need your cooperation with this!
- If you are coming to drop something off, please wear a mask if you have one. This is not only for our protection but also for yourself.

**Finance Reminder:** Please remember to pay your bills timely as this helps us to pay our vendors timely. We are seeing a little surge in pricing for medical supplies. We are watching very closely for price increases but so far nothing too dramatic. Social Security has assured older adults that their Social Security checks will be paid timely and they should see no delays.

Please watch the video of our staff this week sending you some updates on what they are doing to help residents! **ALL THE STAFF ARE DOING THEIR VERY BEST DURING THIS PANDEMIC. We are so thankful for the Brevillier Staff.**

Please don't forget to email or call us with any questions! Keep safe and have a great weekend! Saturday looks like a great day weather wise - Might be nice to get some fresh air or open a few windows!

Vicky Wittuck  
Senior Vice President  
Brevillier Village





## **BREVILLIER VILLAGE COVID UPDATE - April 1ST, 2020**

Boy, do I wish I could say April Fools, and this would all go away but alas that is not to be!!!!

Everyone at Brevillier Village is doing their best to remain in good spirits and getting ready to celebrate Easter in some form or fashion!

Deacon Chuck, with the help of Maureen Rizzo, our Development Director will be recording an Easter Service to be shown to the residents at various times on Easter Sunday. Chuck will also be delivering palms to all residents who want them (after they are disinfected of course)!

If you would like to drop off a new Easter outfit for the residents or a little something to brighten their room, please feel free to drop off at any office and if you have a mask please wear one. That would be gratefully appreciated. Even the beautiful cloth one's people are making are better than no mask at all!

New guidance and news are coming at a pretty quick pace and we are keeping up with everything. Jeff Wieser listens to all the federal webinars and conference calls, and I listen to everything from the state of Pennsylvania.

I met with Recreation Staff yesterday to discuss some different ideas for activities for the next month. Of course, some of the residents want Bingo every day, two times a day!!!! If you have any ideas for activities, please feel free to send them along to Marti Colliss, our Director of Recreation. She would love to hear from you.

Don't forget to make your appointments to Skype and/or Face time through our Recreation Department as well.

Keep an eye out on Face book for some updated resident messages. Maybe next week we might even see the Easter Bunny come for a visit in proper PPE equipment of course.

On Friday I will send along the week in review update with some special messages from staff.

A huge thank you to all the families and visitors who have sent treats to the staff - cookie trays, fruit, cards, candy, etc. They love the food, but they also are uplifted by your thoughts and prayers.

I am so proud of our entire staff, who are doing their very best to care for your loved ones as well as their own families!

Stay safe and Healthy and we are certainly praying to see you all soon!

We will get through this TOGETHER!

Vicky Wittuck  
Senior Vice President

## Brevillier Village - COVID-19 UPDATE for March 27, 2020

Good day to Everyone,

Today's update will be in the form of questions and answers. Below we have collected the most frequently asked questions this week by residents, families, staff and visitors.

### Question #1

When do you foresee the restriction of visitors to end?

**Answer:** Honestly, I am thinking not before the end of April at the earliest. Some of our medical staff feel it could be longer dependent on how well we do at social distancing. Even if some businesses are permitted to reopen, long term care facilities will have visitor restrictions for a longer period of time.

### Question #2

How can you reopen the beauty salons?

**Answer:** The salons only care for the residents of that specific building. We are limiting 2 residents in the salon at a time. We do not have outside beauticians, but our stylists are our own staff and we monitor them daily when they come to work. This practice has been approved by the Erie County Department of Health who unfortunately had to investigate as they were questioned about how we could open the salons.

### Question#3

What are you doing to monitor staff and vendors when they report to work?

**Answer:** Each employee, vendor and health agencies personnel must report to Ball Pavilion lobby prior to going to their job. We have staff to take their temperature, make sure they wash their hands and complete a survey with CDC required questions. If anyone does not pass, is sick or has been exposed to someone who has COVID-19 or is being tested for COVID, they are sent home and need a doctor's excuse to return to work.

### Question #4

Are resident's restricted to their rooms?

**Answer:** No, they are not. We are trying to keep them on their hallways if possible, but we all know that is literally impossible! But the staff are trying very hard to keep them from roaming too much.

**Question #5**

Are the Recreation and Dining rooms open?

**Answer:** That depends on the building and the size of the area. AT BP the room is not Open currently. Residents activities at BP are being held with 10 or fewer in the dining rooms where the residents are eating. A Hall is eating right now in Courtside by the front office, B Hall is in Lakeside and C Hall is in Sunrise. AT BCS we have rearranged tables in dining room and only have 2 people eating at a table. The BCS Recreation is closed because that space is very narrow and confining. They are still able to use the living room. At North we are trying to separate the tables as much as possible. and we have allowed the Rec room open as we can socially distance in that room due to the size and it gives them some freedom to move about. All this can change dependent if we have a positive COVID case.

**Question # 6**

Are we still accepting admissions to the Village?

**Answer:** Yes. At Ball Pavilion we are required by federal and state regulation to take admissions at this time to relieve the hospitals and free up beds. That does include someone who is positive with COVID. The CDC has provided very specific guidelines for what we are required to do with a person who has active COVID-19 both for residents, employees and visitors.

**Question #7**

Does Brevillier have any residents or staff with active Covid-19? Would people be notified if you did?

**Answer:** We have no one at this time that has tested positive for COVID-19. Per regulation we would inform all residents, families and staff that there is an active case, but we would not be releasing any personal information or what building they are in. If you are interested to see the steps, we must take when a positive COVID is within the Village or share care homes please go to the CDC website for that very detailed information.

**Question #8**

How are Personal protective equipment supplies holding up?

**Answer:** Kelly Million has been working tirelessly to get supplies. We are trying to be as resourceful as we can. We are also coming up with strategies on what we will need to do if we run out of certain items. Our greatest need being disposable masks and hand sanitizer. Staff are being fitted as we speak for their personal N95 masks. All Nursing and select staff from other departments will be fitted by April 1st. Some of our staff had already been fitted prior to the COVID outbreak. If you happen to know any businesses that would have these items mentioned above, we would love to speak with them.

**Question #9**

Will there be church services on Easter Sunday?

**Answer:** No there will be no church services on Easter Sunday or through the month of April. Maureen Rizzo, our Development Director and Chaplain Deacon Chuck are going to be working on videotaping a church service which we will show to residents throughout the day on Easter Sunday.

**Question #10**

How are the residents and staff holding up?

Answer: I really do think all in all they are doing remarkably well. We all have a few moments of frustration but as a team we will get through this together. We are asking everyone to be a little kinder to each other. Deacon Chuck sends us quotes and thoughts for the day that help keep us grounded, some families have dropped off goodies for staff and their family members which we make sure they receive. We have healthy snacks in all the buildings for residents and staff alike. Encouraging everyone to rest, drink lots of fluids, take walks, etc. We just posted a wonderful 5-minute video on our website and face book for relaxation and comfort by Nancy Steele, one of our BV physical therapists and certified yoga instructor. Check it out - it is great! Once the weather is warm enough, we hope to get residents outside for a few moments with staff. Unfortunately for right now visitors cannot take them out since you are being exposed to many more people and it is not being allowed per regulation.

**Question #11**

Is my monthly bill still due?

**Answer:** Yes, bills are still due timely and interest charges will be incurred for late payment. In this time of supply shortages and keeping our residents safe, you are encouraged to still pay your monthly bill timely. Any questions can be addressed with the Director of Finance, Jessica Hoffman. [jhoffman@brevillier.org](mailto:jhoffman@brevillier.org)

If you have another specific questions please feel free to email them to me at:

[vwittuck@brevillier.org](mailto:vwittuck@brevillier.org)

Jean LaFuria at [jlafuria@brevillier.org](mailto:jlafuria@brevillier.org)

or Jeff Wieser at [jwieser@brevillier.org](mailto:jwieser@brevillier.org)

Stay strong, stay healthy and we pray that we will be able to see all of you very soon!

Vicky Wittuck  
Senior Vice President

**Brevillier Village COVID-19 Update - March 24, 2020**

Good Afternoon to residents, families, staff and friends,

I am looking around my office as I am writing this and one of the plaques in front of me says:

**"Alone we can do much but TOGETHER we can do more!"**

I know these restrictions are hard for everyone but think of ways to be together without being in a person's personal space.

When you were able to be with loved ones:

- What was your favorite song to listen to together?
- What about your favorite foods?
- Did you read a favorite book or poem together?
- Did you watch a favorite TV show?

If you email us a few of the answers to these and other questions, we will try and make sure we share these with residents in your absence. We can play that favorite song, turn on that favorite TV show, etc.

Ball Pavilion may hopefully be free of Influenza A this Friday the 27th. We are so thankful we were able to keep the flu out of Barnabas Court! We are opening the beauty shop at BP for the A and B Hall residents and hopefully C hall will follow soon. Going to the beauty shop always make people feel better. And it is great because we can keep them 6 feet away from each other! We are also investigating safe ways to get the South residents to the Beauty Shop at North one day a week if the resident did not go out the building the week before.

People do not need to be physically present to stay connected. Make and send card, write a letter, listen to that favorite artist sing your loved one's favorite song.

Use our Social media opportunities and set up that appointment for skype, email, and/or face time.

Your loved ones and friends are doing very well. They are a strong generation who have endured many challenges over the span of their lives. We are trying many different ways to support them and keep them safe.





Housing and Health Care Community

Please be assured if there is any major change in a resident's condition where they are actively passing away you will have unlimited access to that resident for compassionate care.

We know the residents certainly miss seeing you, we miss seeing you! It is way too quiet!

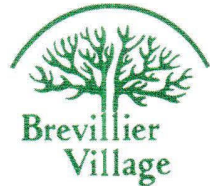
We are working on many different fronts to adhere to all the new regulations and guidance and it is an overwhelming job. But we take things one day at a time.

Look for another update in a few days or sooner if there is any new information out there. Please call if you have any questions!

Stay Safe and Healthy!

Vicky Wittuck  
Senior Vice President





Housing and Health Care Community

## Brevillier Village COVID-19 Update - March 20, 2020

Brevillier Village is a very lucky place! We have an amazing staff who are here and faithful and working to keep our residents and your loved ones as happy and healthy as possible.

The Leadership Team is working tirelessly to keep up with the information and changes we need to make on a daily basis! We began last weekend to have Leadership staff at BV on Saturdays and Sundays to assist staff who are working.

Having our Chaplain in place before the pandemic began has been a blessing to residents and staff alike.

We continue to follow all the required CDC, Department of Health, Department of Human Services, Centers for Medicare and Medicaid as well as our local, state and federal agencies guidelines and regulations.

Restrictions on visitation to our facilities will continue for the foreseeable future. Please contact your Social Worker or the Recreation staff to Skype or assist with Face time with your loved ones. Families who have started this are finding it very comforting.

We have had visitors to the grounds who are looking for their resident through their room/apartment windows. Just be aware not all residents are understanding what is happening and have not reacted well to this form of visiting. Please discuss this option with your Social Worker before coming.

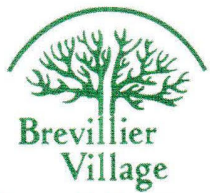
Be assured we are attempting to keep residents safe and healthy but also allowing residents some socialization in smaller gatherings. Residents are having their meals together in dining rooms with residents from their units. We are not co-mingling residents from different halls. Any resident who has symptoms will be eating in their rooms as they are restricted to their rooms for medical reasons. Residents may request meals in their rooms if they so choose but that has not been a request to date by any resident.

Many of the residents do not understand the severity of the present situation so we are trying to keep their days as normal as possible.

For residents able to grasp what is happening we have some very strong recommendations per the CDC:

**Please refrain from going out if you do not need to.** Social Distancing is going to keep you healthy and safe for the time being. Utilize your family for groceries and needed items like medications! Staff are happy to deliver if they leave them at front offices during normal business hours. We have been having some issues with families coming in the side entrance of Conrad House after business hours and going in the building and to apartments. We are going to start monitoring that entrance with a camera for security purposes.





Housing and Health Care Community

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This unprecedented event in recent history and all of us are learning new things every day! It has also presented all of us with personal and professional challenges.

Please be assured we are doing our very best to keep your residents safe.

Feel free to contact us with any questions, concerns, and suggestions!

Encourage family members and friends of residents to send cards and letters. Our staff will read them to residents. This is a card generation so this simple act will make their day!!!!

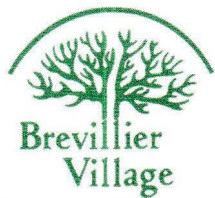
Stay Healthy both physically and emotionally and we will get through this together!

Ball Pavilion • Barnabas Court • Conrad House • 5416 East Lake Rd. • Erie, PA 16511-1496  
Phone: (814) 899-8600 • Fax: (814) 898-1910 • Website: [www.brevillier.org](http://www.brevillier.org)



Does not discriminate on the basis of handicap status in admission, access or employment.





Housing and Health Care Community

## **Brevillier Village COVID-19 Update for Tuesday, March 17, 2020**

Brevillier is continuing to follow all guidance as required by CDC, Department of Health, Department of Human Services as well as the local, state and federal Governments. We are so appreciative of the patience and support being provided to us from residents, families and staff!

Jeff Wieser, myself and Leadership staff met with the residents of Conrad House and Barnabas Court North and South on Monday the 16th to provide an update and answer questions. We have been discussing individually the restrictions with the Ball Pavilion residents.

The Conrad Store is going to be open Mondays, Wednesdays and Fridays from 12:30 to 2pm to help with essential grocery needs. The staff will be manning the store during those hours.

We have been communicating with staff through their supervisors on a daily basis and to date 99% of our staff are coming to work! We are watching all staff for signs of illness and all know they are not to report to work if they are sick.

Ball Pavilion has had a little bit more of a challenge as we also have Influenza A in the building, but we are slowly recovering!

We have worked with our Recreation and Social Services staff to begin Skype and face time for families and residents. if you would like this opportunity please feel free to call and arrange a time. Staff will also be calling families to let them know we are ready and able to accommodate this form of visual communication!

This unprecedented event presents many challenges but also many learning opportunities. We are asking all residents and families to avoid leaving the facilities if something can be rescheduled. Please do not take residents to your homes if you or someone in your family has been ill in the last 2 weeks. Our older adults are the population we are trying to protect.

If you need to deliver something to a family member please drop it off at the front office during normal business hours and we will make sure to deliver the necessities to them.

Also - please feel free to call your building Social Worker with any questions or for an update on how your loved one is doing. I have asked the Social Workers to make calls every few days to give you an update on your specific loved one and you can pass this along to all your family members.

Please continue to watch the Brevillier Village Website daily for updates.

We will post again soon!

Stay Safe and Healthy!

Vicky Wittuck, Jeff Wieser, and Jean LaFuria



# 15 DAYS TO SLOW THE SPREAD

Listen to and follow the directions of your **STATE AND LOCAL AUTHORITIES**.

**IF YOU FEEL SICK**, stay home. Do not go to work. Contact your medical provider.

**IF YOUR CHILDREN ARE SICK**, keep them at home. Do not send them to school. Contact your medical provider.

**IF SOMEONE IN YOUR HOUSEHOLD HAS TESTED POSITIVE** for the coronavirus, keep the entire household at home. Do not go to work. Do not go to school. Contact your medical provider.

**IF YOU ARE AN OLDER PERSON**, stay home and away from other people.

**IF YOU ARE A PERSON WITH A SERIOUS UNDERLYING HEALTH CONDITION** that can put you at increased risk (for example, a condition that impairs your lung or heart function or weakens your immune system), stay home and away from other people.



For more information, please visit

**CORONAVIRUS.GOV**



# DO YOUR PART TO SLOW THE SPREAD OF THE CORONAVIRUS

Even if you are young, or otherwise healthy, you are at risk and your activities can increase the risk for others. It is critical that you do your part to slow the spread of the coronavirus.

Work or engage in schooling **FROM HOME** whenever possible.

**IF YOU WORK IN A CRITICAL INFRASTRUCTURE INDUSTRY**, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule. You and your employers should follow CDC guidance to protect your health at work.

**AVOID SOCIAL GATHERINGS** in groups of more than 10 people.

Avoid eating or drinking at bars, restaurants, and food courts — **USE DRIVE-THRU, PICKUP, OR DELIVERY OPTIONS.**

**AVOID DISCRETIONARY TRAVEL**, shopping trips, and social visits.

**DO NOT VISIT** nursing homes or retirement or long-term care facilities unless to provide critical assistance.

## **PRACTICE GOOD HYGIENE:**

- *Wash your hands, especially after touching any frequently used item or surface.*
- *Avoid touching your face.*
- *Sneeze or cough into a tissue, or the inside of your elbow.*
- *Disinfect frequently used items and surfaces as much as possible.*

**CORONAVIRUS.GOV**

School operations can accelerate the spread of the coronavirus. Governors of states with evidence of community transmission should close schools in affected and surrounding areas. Governors should close schools in communities that are near areas of community transmission, even if those areas are in neighboring states. In addition, state and local officials should close schools where coronavirus has been identified in the population associated with the school. States and localities that close schools need to address childcare needs of critical responders, as well as the nutritional needs of children.

Older people are particularly at risk from the coronavirus. All states should follow Federal guidance and halt social visits to nursing homes and retirement and long-term care facilities.

In states with evidence of community transmission, bars, restaurants, food courts, gyms, and other indoor and outdoor venues where groups of people congregate should be closed.



## **COVID -19 UPDATE**

**March 13, 2020 2:00 PM**

### **ALL VISITORS RESTRICTED IN RESPONSE TO COVID-19**

As of Friday March 13th, and until further notice Brevillier Village is restricting ALL Visitors to Ball Pavilion, Barnabas Court North, Barnabas Court South, Conrad House and the Share Care Homes per recommendations by our regulatory agencies.

We will be working to provide Skype, face time and other means of communication while the restrictions are in effect.

Please feel free to call and check on loved ones with nursing staff and/or Social Workers and we will certainly contact you if there is any change in conditions.

We will permit visitation on a limited basis for those residents who are on hospice (and/or actively passing). Social Workers will contact those residents' families on hospice to make arrangements for visitation times.

Those receiving home care services, waiver services. etc. through established agencies will have permission for those staff to come in to provide care.

In Conrad House no private cleaning service persons may come in as they will be considered visitors.

***We are here to answer all questions.***

This is an unprecedented event and we ask your patience and calm as we navigate through this process in order to keep EVERYONE as safe and healthy as possible.

Brevillier Village  
(814)899-8600

March 11, 2020

Dear Residents, Families and Friends of Brevillier Village,

We know you may be concerned about the spread of COVID-19 and how it may impact Brevillier Village. We would like to assure you that we are working diligently to address the various situations that the COVID-19 virus has thrust upon us as a health care organization. Ensuring that our residents are cared for in a safe and healthy environment is our greatest concern.

We have general pandemic procedures in place which we have begun to initiate and adhere to stemming from CDC guidelines as well as federal, state and local regulations concerning COVID-19. Please know we have access to the best medical advice and action plans to address the issues of COVID-19 presently and as they arise.

**TO DATE WE HAVE INITIATED THE FOLLOWING ITEMS:**

- ❖ Notification of residents, families, and visitors to Brevillier Village about our plans going forward.
- ❖ Beginning the process of educating staff on the pandemic plan more specific to COVID-19.
- ❖ Following daily updates on the COVID-19 information from the CDC and how it may effect procedures at Brevillier Village.
- ❖ Beginning a process to monitor visitors and staff and their recent travel and/or plans of travel in the near future.
- ❖ Procedures to limit Visitors to the BV buildings if necessary and in compliance with directives from CDC and the Department of Health.
- ❖ Monitoring our medical and cleaning supplies to use them as efficiently as possible knowing there could be issues with finding certain supplies in the future.
- ❖ Preparation for fitting all necessary staff with N95 masks in preparation in caring for residents who may get the virus.

**AS RESIDENTS, FAMILIES, AND VISITORS THERE ARE WAYS YOU CAN HELP US!**

- ❖ PLEASE, PLEASE WASH YOUR HANDS WHEN YOU ENTER AND EXIT THE BUILDINGS; EVEN WASH MORE FREQUENTLY DURING YOUR VISIT IF NEEDED.
- ❖ IF YOU ARE NOT FEELING WELL AND ESPECIALLY IF YOU HAVE SYMPTOMS OF A COUGH, FEVER, SORE THROAT, RUNNY NOSE, AND OR SHORTNESS OF BREATH **PLEASE DO NOT VISIT.** IF YOU ARE A RESIDENT IN INDEPENDENT LIVING, PLEASE SELF QUARANTINE FOR THE DURATION OF YOUR SYMPTOMS WHICH ARE LASTING ABOUT 2 WEEKS. NOTIFY YOUR PCP AS SOON AS SYMPTOMS BEGIN.

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March 11, 2020

- ❖ PLEASE INFORM US OF ANY RECENT TRAVEL, ESPECIALLY INTERNATIONALLY IN THE COUNTRIES THAT HAVE BEEN HIGHLY INFECTED, AS WELL AS ANY AIR TRAVEL WITHIN THE UNITED STATES.

Please stay informed by following the CDC website for accurate information at [www.cdc.gov](http://www.cdc.gov) and <https://www.cdc.gov/coronavirus/2019-ncov/>

If you have not shared your email address with us, please do so as this is the quickest way for us to get information about Brevillier Village plans for COVID-19. You may send that information to me directly at [vwittuck@brevillier.org](mailto:vwittuck@brevillier.org).

As of now we are also suspending the use of our guest rooms for travelers coming to visit family members at BV until further notice; we are anticipating at least April, May, and June 2020.

Please be assured that we are preparing Brevillier Village to do our very best to help all of our residents, families, employees, and visitors stay as healthy as possible during this time of uncertainty. Please feel free to ask or email us any questions and we will do our very best to answer what we can. This is a very changing environment and sometimes things can change from day to day.



Vicky Wittuck  
Brevillier Village  
Senior Vice President

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