



**Dear Ingleside at Home Family,**

As our country comes together to maneuver through the COVID-19 pandemic, we at Ingleside at Home (IAH) wanted to send a quick note and share with you the steps we are taking during these unprecedented times.

We at IAH have always had two goals, to provide quality service to our residents and to protect the Ingleside communities. Especially now with the COVID-19 pandemic, this has not changed. Our priority is still to protect you, our team members, and the rest of the Ingleside community. We will continue to provide uninterrupted quality service to meet your current needs and the needs that may have arisen in the last couple of weeks.

Your IAH team, along with the Ingleside communities, are committed and trained to safeguard our residents' wellness and safety from the spread of the virus. The IAH caregivers are skilled professionals, trained in observing proper preventive safety and sanitization measures. The IAH team is equipped with the proper and approved personal protective equipment, including travel bottles of soap, hand sanitizer, masks and gloves. We are observing the CDC guidelines in addition to following the community's comprehensive procedures in screening our team members when entering the campus and taking temperatures. We have dedicated team members that are exclusively working for the Ingleside communities to further ensure avoidance of external associated exposure risks.

We are also working with the Leadership Teams of the Ingleside communities on a daily basis. We are all closely monitoring the situation and keeping abreast of the daily changes and updates that are being released by CDC and other experts to help control the spread of the virus. Our team members are dedicated to keeping the campus safe.

We understand that everyone is concerned as we have not experienced anything like this before. We have all needed to take some extreme steps and make some difficult decisions in the recent weeks. As the campus shifts to a gated community concept, there is still a need for some sort of normalcy. If you are finding that you are in need of additional services because of these changes, please reach out to our team and let us work together to find a way to meet your needs. We can provide companionship, homemaking, and/or personal care which can include hair washing or pill box filling.

The IAH family is determined to keep everyone safe and healthy but also determined to make sure that the needs of our residents are met. We are all experiencing a difficult time as we go into uncharted waters. We will navigate the days ahead together as a team, as a family.

Please be safe and take care of yourself and your loved ones.

With much gratitude,

Denise Dagdagan  
Director of Operations

Kathleen Ammirati, RN  
Director of Clinical Services