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November 23, 2020

Greetings Clients, Residents and Families:

As we head into the holiday season and take a moment to reflect, one thing is certain - 2020 has been anything but normal. Nearly eight months have passed since the beginning of the COVID-19 pandemic, which seems unrelenting, as new cases reach all-time highs. Together, we have faced adversity and learned to manage ever-changing regulatory environments. While your support and understanding has been so greatly appreciated during these unprecedented times, we are asking for your patience and ongoing assistance more than ever.

Thanksgiving, Christmas, and New Year holidays are times that we often associate with *togetherness* and *community*. This typically includes spending physical time with our loved ones and appreciating one another's company. We realize, based on current state and local health department guidance relating to coronavirus, things may be a little bit different this year. Our first priority is always to keep residents, clients, and staff as safe as possible, but we also appreciate the importance of connection, and thus are working very hard to make sure we keep the spirit of the holidays by facilitating togetherness.

Current state and federal guidance strongly discourage in-person visits (in environments like ours) right now. While this presents an obstacle, we do not want these guidelines to stop people from connecting with loved ones – especially during these special occasions! We will continue to facilitate virtual visits, *including on these special holidays*, through the use of added technology. And we are confident that we will be able to make these holidays as memorable as possible.

As we end 2020, we are hopeful for a new normal, soon - one that includes more personable visitation options. The progress reported with COVID vaccines is positive, as it will serve as an invaluable tool in being able to combat this deadly virus. In the meantime, we will continue to make efforts to provide the feeling of *togetherness* and *community* by keeping you informed of facility updates by way of the phone calls from our communications team and by facilitating virtual visits and other technology connections with your loved ones.

Thank you for your attention to this message and for working with us to coordinate virtual visits for the holidays. I realize it may not be easy to adapt to these changes. We hope you can understand the rationale behind us following health department directives and that you support us making the health of everyone at Chippewa Manor our top priority. If you have any questions, I am more than happy to have a conversation and can be contacted at 715-723-4437. Thank you for your time. Be well and be safe.

Yours in service,

A handwritten signature in black ink that reads "Jill Gengler". The signature is written in a cursive, flowing style.

Jill Gengler, NHA
President