



**CEDAR VALLEY
HOSPICE®**

Making Each Moment Matter.

April 15, 2020

Dear Healthcare Partner & Friend,

During difficult times like these it's sometimes tough to know exactly what to say or do. If there is one thing we know to be true...staying silent is rarely the right answer. I simply wanted to lean in and let you know we are here as your healthcare and community partner. We are here to work together to help your patients and their families during this unprecedented time, lend a helping hand, find a solution to a challenge or simply talk.

Cedar Valley Hospice has and will continue to carry out our mission caring for those who need our end of life care, palliative care, grief services or CASS (Cedar AIDS Support Services). We have put several measures in place to protect patients, families and our staff during this time.

A few include:

- Screening our staff before they start their workday.
- Limiting the number of staff in our office and utilizing telecommuting for the rest.
- Screening all patients/caregivers prior to arriving for visits.
- Clinical staff taking appropriate precautions when making home & facility visits.
- Telehealth is implemented when necessary.
- The Hospice Home is open with visitor screening and restrictions.
- Volunteer services are currently suspended until it is safe to begin them again.
- Office lobbies are closed, but our staff are available by phone or appointment.
- Grief services are available via phone and a closed online community support group.
- CASS is providing case management over the phone and by appointment when needed.

We have also created a COVID-19 care team for patients who are confirmed or suspected positive. We will be able to continue our services while reducing the risk of spread. Our staff have been amazing making the needed adjustments – they are prepared and ready to serve.

This is where we rely on our expert training and 40+ years of knowledge to continue to care for our community and be a good community partner. We will continue to be by your side as we take this journey together. Please don't hesitate to contact me if we can be of assistance.

Sincerely,

Michaela Vandersee

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Executive Director

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