



September 24, 2020

Dear Friends,

I hope this finds you safe and well. I'm the new director of respite services, and I'm excited to tell you about our plans to resume freestanding respite at Respitewood and Respitelodge starting Oct. 5. Here's what you need to know:

1. We will only accommodate those who are already enrolled and who we have supported in the past. We hope to extend support to first-time HCS respite participants in the new year.
2. Out of an abundance of caution, we are choosing to accommodate only two guests per time period in both Respitelodge and Respitewood. We will thoroughly clean and disinfect after each stay.
3. Guests must tolerate wearing a face mask and/or be capable of social distancing from others at all times.
4. Doctor's approval is required.
5. Nurses will call before each stay to complete a health screening.
6. Guests' temperatures will be taken upon arrival.
7. When checking in, family members may enter with the guest, as long as they participate in our screening protocol, have their temperature taken, are wearing a face mask and maintain social distance from staff members and any other guest.
8. Families must provide an emergency contact who can pick up the respite guest within an hour if the person begins to show symptoms of COVID-19 or it is recommended that they be tested for COVID-19.
9. After each stay, nurses will follow up to check on each guest's health status.

We will continue to evaluate the situation and make adjustments based on needs and observations.

Contact the respite managers to coordinate your stay. For Respitelodge, please contact Manager Vanessa Shattuck at (585) 889-0772 or vshattuck@HeritageChristianServices.org. For Respitewood, please contact Manager Sarah Vogt at (585) 265-3331 or svogt@HeritageChristianServices.org. You can also request available dates at HeritageChristianServices.org/bookrespite.

As I'm new to this role, I owe a great deal to Sara Ferguson, whom many of you know as director of respite services for many years. I've been with Heritage Christian for 24 years, with more than 10 years as an associate director in our residential program, and I've spent time as the manager at Respitewood, too. I'm grateful for the culture Sara established. If you have any questions or concerns, please email me at jbowers@heritagechristianservices.org.

Sincerely,

A handwritten signature in black ink that reads "Jeanette Bowers".

Jeanette Bowers
Director of Respite Services

Corporate Office

275 Kenneth Dr., Suite 100
Rochester, NY 14623-4277

Tel.: 585-340-2000
Fax: 585-340-2006

Regional Office

130 John Muir Dr., Suite 106
Amherst, NY 14228-1139

Tel.: 716-743-2020
Fax: 716-743-1838

TDD: 800-662-1220
www.HeritageChristianServices.org