



PMMA

Presbyterian  
Manors Of  
Mid-America®

TO: PMMA Residents, Family Members and Visitors  
FROM: Bruce H. Shogren, President/CEO  
CC: PMMA Board of Trustees, PMMA Senior Leadership  
RE: COVID-19 Update – **“STAY THE COURSE”**  
DATE: March 30, 2020

---

On March 20, you received a letter from me stating, “CMS directed all “nursing homes” including Continuum Care Retirement Communities (CCRC) to restrict all visitation immediately as of March 13. Thus, all PMMA Communities moved to a **“Limited Access”** designation which meant all of our communities were in a “must not permit” visitors into our facilities and/or buildings, except for certain compassionate care situations, such as end-of-life situations. This guidance effectively authorized PMMA to restrict residents’ rights to visitors for reasonable clinical and safety reasons. CMS also issued guidelines to cancel communal dining and all group activities, such as internal and external group activities.”

I know at the time this seemed extreme, but I assured you it was the best way to protect your or your loved ones as more COVID-19 cases were appearing in Kansas and Missouri. For PMMA leadership and a PMMA System with 70+ years experience as a health care organization, it became apparent that permitting our residents to go out in public or to allow visitors to our campuses only placed the entire PMMA senior living resident population and PMMA staff at risk.

As we enter the final days of March, several of the counties and cities in Kansas and Missouri that PMMA has communities in have issued emergency stay at home orders except for essential services. In fact, Laura Kelly, the Kansas Governor, issued a statewide order for Kansas on Saturday, March 28, requiring people to stay in their homes to slow the spread of the COVID-19 virus. This order goes into effect on Monday, March 30, and currently will last until Sunday, April 19. In addition, the Kansas Department of Health and Environment (KDHE) expects the COVID-19 virus to peak by mid to late April. Both the Missouri Department of Health and Senior Services and KDHE continue to report increases in the number of confirmed cases of the COVID-19 virus.

I would like to share some **Good News** from these extreme measures. While difficult for residents and their families, the “Limited Access” guidelines and other restrictions implemented by PMMA have so far made an impact throughout the PMMA System. To-date the PMMA 16 senior living communities have not had any residents testing positive for the COVID-19 virus.

### **Staying the Course**

Considering everything surrounding the COVID-19 virus, it is more imperative than ever to **“Stay the Course.”** Our PMMA communities will continue to operate under the “Limited Access” CMS designation restricting all visitation. As a reminder, this designation **means** all of our PMMA communities will not be allowing visitors into our buildings except for certain compassionate care situations, such as end-of-life situations.

We have been staying current with the COVID-19 virus situation by receiving and sharing information via almost daily conference calls with regulatory agencies along with correspondence with our national and state senior living associations and with some of our peers serving the senior

living population. We continue to look for best practices and optional ways our senior living peers have been addressing the guidelines, restrictions and providing services to our senior living residents. It appears we are in line with our fellow senior living providers. Therefore, we are “**Staying the Course**” by continuing to follow the measures that were implemented in my initial letter of March 20 at each of our PMMA Communities. As a reminder those measures with one change on family packages are noted below:

- Strict adherence to CMS/CDC guidelines, recommendations and mandates during the COVID-19 epidemic;
- Strong enforcement of a **no visitation policy** at all PMMA communities throughout all levels of living (Independent Living, Assisted Living and Health Care) until CMS/CDC removes the “**Limited Access**” designation for all nursing homes including CCRCs.
- Strongly discourage public exposure for Assisted Living or Health Care residents;
- For Assisted Living and Health Care residents, if a family member decides to ignore PMMA’s public exposure recommendation, they will be unable to bring the resident back to his or her residence in a PMMA community. In other words, once a resident leaves a PMMA community, the resident may not return until after the COVID-19 epidemic is no longer a threat;
- For Independent Living residents, adhere to the no visitor “rule,” and limit the number of medically non-essential appointments, events, gatherings that are off campus. We ask that residents shelter in place in respect to the other residents who are at a higher risk due to underlying health issues;
- And, continue to practice these tips:
  - ✓ Wash hands with soap and warm water for 20 seconds, rubbing palms together, cleaning between fingers and the backs of hands;
  - ✓ Utilize hand sanitization stations prior to entering and upon leaving rooms;
  - ✓ Limit movement within the community to your room and limit the number of surfaces touched;
  - ✓ Limit physical contact by using social staying six feet – no hugging, kissing or hand-shaking – and practice social distancing by remaining 6 feet apart ; and,
  - ✓ Report to the community any signs or symptoms of COVID-19 or acute illness within 14 days after visiting the community.

The restriction on any and all outside packages, gifts, flowers, meals, etc. into a PMMA Community will be changed to the following:

- **As of March 26, 2020, family care packages and other outside packages have been allowed as long as they are sent through official carriers such as USPS, UPS, FedEx, etc. The packages will be quarantined for three-days before delivery to residents, so please no perishable items.**
- **Unfortunately, the restriction of any and all resident care packages directly from a family member, friend, visitor or business into a PMMA Community will still be in place.**

Again, I would like to state the goal of these measures is to do the best that we can to limit any access by the COVID-19 virus to enter our PMMA Communities.

I along with the PMMA Senior Leadership members, **greatly appreciate your continued patience, support and grace** in our efforts to keep your family members -our residents, staff and community healthy. Your letters, digital communication and “window-visits” help to lift all our spirits, including the employees that are going above and beyond to care for your loved ones. Please continue to let our employees know that you are appreciative of their selfless acts of commitment and kindness.

Finally, a couple notes of warning to our residents and their families during this trying time. Unfortunately, internet and phone scams are starting to become more common concerning fake at home testing kits for the COVID-19 virus and assistance with the upcoming stimulus checks to be issued by the federal government. These scammers are especially targeting our senior population. The Office of the Attorney General, the Department of Consumer Protection, and the U.S. Department of Health and Human Services all have issued alerts to the public about these potential scams and advising the public to be suspicious of any unexpected calls or offerings. So, **please be aware of providing any personal details including Social Security, Medicare or Medicaid numbers or any personal information to anyone over the phone or internet.**

Let me end with another Biblical verse, which I know applies to our current situation:

*“You are blessed when you stay on course, walking steadily on the road revealed by God.”  
Psalm 119:1*

God’s Blessings,

A handwritten signature in blue ink, appearing to read 'B. Shogren', with a stylized flourish extending to the right.

Bruce H. Shogren  
President/CEO