



March 27, 2020

Dear Families,

Day 5, Week 2 of living in our newly formed, but hopefully temporary, Pathfinder bubble. To date, Pathfinder has no confirmed cases or pending test results from any staff or resident. We are certainly living in unsettled, unprecedented times. While it is easy to focus on the negatives and turmoil surrounding COVID-19, it helps to look for the positives.

In last Friday's update we sent a wish list for games, arts & crafts, puzzles, and other supplies to help keep residents busy, engaged, and happy. Within 48 hours, the KWC Library was filled with supplies, resembling an Amazon warehouse! Crayons, reams of paper, markers, puzzles, games, musical instruments, DVDs – you name it, we have it! In addition, we received several boxes of protective gloves and hundreds of homemade cloth protective masks for our staff to wear. We are humbled by this; your quick response and generosity is overwhelming. **Thank you!** Please continue to alert either me or Sally when you send something so we can be on the lookout and keep track of shipments. We are exercising caution with all mail deliveries prior to delivering anything to our homes.

Another positive is the number of people who are eager to help. I see this first-hand in the willingness of our residential staff who continue to step up to the new challenges in keeping life at Pathfinder as vibrant as possible. They remain fully engaged busy working with their co-workers, supervisors and most importantly, your loved ones. I receive daily updates from my senior management team and all report that they are following our **COVID-19 Creed: Be Healthy, Be Kind, Be Patient**. Please see our [COVID-19 poster](#) displayed in each home and activity site on campus.

Our remote staff is working and communicating with one another through online channels. Thanks go out to our IT support, Directive, for working tirelessly to make this transition seamless.

While I witness the extraordinary efforts, it is important for you to understand the tremendous burden this crisis has placed on both your loved one and our frontline staff. It has been sobering to think about the fear, anxiety, and uncertainty our residents are burdened with now; and with little warning, staff is working differently, with a limited support system (not to mention their own fears, anxieties, and uncertainties). The resilience and courage have been remarkable on both fronts. Our caregivers, administrators, clinicians, maintenance, food service staff, housekeepers and teachers have stepped up to the challenges presented and deserve our praise and support.

Village Updates – Employee & Resident Benefits

We are thankful for this mild winter and recognize that March can be a tough time of year to stay positive; add a pandemic and it's nearly impossible. Understanding this, the Enrichment Department has added Open Gym to the calendar. While many residents have been exercising in their homes each morning, going to Open Gym is a welcome change of scenery and another opportunity to stay active. The gym is cleaned appropriately between each use.

“ that each life may find meaning”[®]

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To better accommodate our staff needs and to further practice social distancing, the Village is setting up an online store for staff to buy food and household items, at a reduced price, through our commercial vendors. The Pathfinder Bakery will also be offering fresh bread and rolls to staff on a first-come, first-served basis. Additionally, as a morale booster for all, we will deliver fresh donuts to all homes every Friday morning. Hopefully “Donut Friday” will put a smile on everyone’s face! Today’s donuts arrived with new bright yellow Pathfinder t-shirts for all residents and staff, displaying our Pathfinder COVID-19 creed across the back.

The marketing and development office has been busy creating a “COVID-19 Updates” page for our website, pathfindervillage.org (the new page is accessible from the blue banner at the top of the home page). This is a resource for all and will help keep the lines of communication open with all families. The page includes links to Federal and NY State Guidance, Pathfinder Village Protocols, Pathfinder Operations, and Pathfinder Acts of Kindness Stories. (Please see the link for [Jake’s Rainbows/Brightening Up Pathfinder](#), about one of our school students who is helping people in his community look on the bright side).

SKYPE Follow-up & Additional Staff Protocols

We are using SKYPE as a video chat solution for families who expressed interest in connecting with their loved ones. We have tested it successfully with one family and will proceed with the roll-out to others in the upcoming days. We know that many residents use other video chat platforms to connect, which is fine; there is no need to change what you are currently using. We ask that you please be mindful of your surroundings and practice proper video chat etiquette when communicating. [Click here](#) for some suggestions and strategies to facilitate peace of mind for your loved one when communicating during this challenging time.

Additional updated COVID-19 protocols from our last correspondence include:

- Any staff off a shift for 4 days or more, COVID-19 pre-screening required before returning to work
- Knowledge of COVID-19 signs & symptoms
- Knowledge of proper use & disposal of personal protective equipment
- Knowledge of basic hygiene & healthy living

We continue to take good care of your loved one; we ask that you take good care of yourself -- **we need you!** Thank you again for your continued support and thank you again for your quick response and generosity fulfilling our wish list request! As always, please don’t hesitate to reach out if you have any questions.

Be Healthy. Be Kind. Be Patient.



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