



To Our Residents' Guardians and Family Members:

We appreciate the trust and confidence that you have placed in us to care for your loved one and to help keep them safe every day, and especially during this COVID-19 pandemic. We want to share a few updates on what we are doing in the AC LifePoints Group Homes by answering some frequently asked questions.

Frequently Asked Questions:

- **What steps are you taking to prevent COVID-19 from entering the facility?**
 - We are not allowing any visitors into our facilities at this time.
 - All day programs have been closed until at least April 15th.
 - We have cancelled all outings into the community.
 - We have asked CILA homes not to get together with other CILA homes for visiting or activities at this time.
 - All staff are being actively screened at the start of their shift for symptoms of respiratory illness and exposure to COVID-19. Those with risk factors are being sent home.
 - Staff are required to do proper handwashing before starting their shift. Proper techniques for handwashing are being reviewed with all residents who are able.
- **Can I pick up my loved one for a home visit?**
 - We are not preventing residents from leaving with their family. However, we will be screening you when you come to pick up as recommended by IDPH. We ask that you call ahead so that we can meet you at the door with your loved one and their belongings.
 - If you do pick up your loved one, please only take them to your home and do not go to any community events or to public places like a store. It is fine to take them through the drive thru.
- **What do you mean by screening?**
 - Someone will take your temperature, and ask you some questions to determine what risk of exposure you might have. We are using screening tools provided by OSF Healthcare.
- **What happens if the screening shows that I have symptoms or high risk?**
 - It is important that we do not expose our residents to this virus, so if you screen with a high risk we will not be able to send your loved one home with you. This is for their safety and the safety of their peers when they return to our facility, as recommended by IDPH. Residents will be screened as they return from home visits.
- **Are you keeping everyone in their rooms?**
 - Residents are not restricted from going throughout their home. Residents with any signs or symptoms of illness will be isolated in their rooms.
 - At Oakwood and Linden, we are staggering our dining times in order to spread people out in the dining areas as much as possible.
- **What can I do to help?**
 - Please pray for our staff and residents. We are confident in God's sovereignty and know that this too shall pass, but as you know any changes from normal create stress and can be difficult.

Please [visit our website](#) for updates and helpful links for COVID-19. If you follow us on Facebook or Instagram we will provide updates there from time to time as well.

As always, please feel free to call us with any questions.

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