

# Memorandum

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**To:** All Kendal~Crosslands Communities Residents, Families of Health Center Residents, and Staff Members

**From:** Donna S. Taylor, Chief Health Services Officer  
Millie Lee, L.P.N, Home Care Manager

**Date:** November 24, 2021

**Subj:** Kendal Home Care Operations Update

The Kendal Home Care Program provides additional options for one-to-one care, companionship, and personalized services to support the needs of residents in independent living and our health centers. We are fortunate for Millie, who continues to lead and foster the program's growth that expanded over the years to seven days per week and is available from 7am to 11pm.

Unfortunately, the present labor market shortages make it difficult to find qualified staff to provide services for the evening hours. Therefore, it is necessary to make the following **temporary** operational changes, effective immediately and until further notice:

- Home Care Services will only be available 7am to 5pm seven days per week
- Home Care cannot accept new resident referrals or requests that require services after 5 pm
- Home Care can accept new resident referrals or requests for services that occur during the dayshift hours. Accepting new submissions is based on staff availability, and a one-hour service minimum is required for new services

Any necessary scheduling adjustments for existing Home Care services, will be coordinated directly with the resident on a case-by-case basis and any commitments of less than one hour of service will be honored.

While we hope our changes are short-lived, we sincerely appreciate your continued patience as we navigate unprecedented and challenging times.

Sincerely,

Donna S. Taylor  
Chief Health Services Officer

Millie Lee, L.P.N.  
Kendal Home Care Manager

CC: Lisa M. Marsilio, Chief Executive Officer