09/01/2022

Dear Resident, Resident Representative and Staff

We are writing to inform you that the SVH 3rd floor elevator is not currently functioning.

Senior Leadership is working as quickly as possible and exhausting all options to have this resolved as soon as possible. We apologize for any inconvenience this may cause.

At this time the elevator may not be fix until mid-next week, projected date for service to be completed is Wednesday the 7th.

Residents who smoke that are not able to safely utilize the stairs, will be offered nicotine lozenges or gum. For residents if you are not able to independently ambulate with assistive device, please do not attempt to utilize the stairs.

In the event of a resident needing to be transported for an emergency evaluation, (the elevator) only in event of emergency transfer need from 3rd floor can be run on a manual emergency setting. DON will be contacted immediately if there is a need for emergency transfer.

Local fire department and local EMS (emergency medical services) have been alerted and are on standby to assist should there be any need for emergency evacuation. SVH as well as Fire Dept and EMS have stair chairs and slings that would be utilized to evacuate residents as appropriate to their mobility status.

Resident and staff safety as always is the State Homes top priority.

We will share any updates as we have them and appreciate your understanding and apologize again.

Sincerely, SVH Leadership Team