



Dear Residents, Families, Friends, and Volunteers:

We are committed to keeping our residents safe and we need your help. The virus causing Coronavirus Disease 2019 (abbreviated COVID-19) can cause outbreaks in nursing homes. Many of our residents are elderly and may have medical conditions putting them at a very high risk of becoming sick, or even severely ill, with COVID-19. Visitors and healthcare personnel (HCP) are the most likely sources of bringing COVID-19 into our nursing home.

To protect our residents, the following is in place to reduce COVID-19 among our residents and staff:

1. No Visitor Policy

At this time, visitors are not allowed. We know that your presence is important for your loved one but, per guidance from the Centers for Disease Control and Prevention (CDC), this is a necessary action to protect their health. We are introducing alternative methods of visitation (such as phone, Skype, and FaceTime) so that you can continue to communicate with your loved ones.

On a case by case basis, visitors will be allowed for end of life circumstances. Only one visitor will be allowed into the facility at a time, and all visitors will first be screened on entry for fever and respiratory symptoms. No ill visitors will be allowed. Visitors will be required to mask, clean their hands with alcohol hand rub on entry, and be escorted directly to the room and then back out again. If your loved one does not have required precautions, once in the room, your mask may be removed until your visit is over. At that time, the mask must be worn again to exit the facility. If your loved one requires a mask or other precautions to be worn, then you must wear protective gear as directed. As the COVID-19 pandemic evolves, we will keep you updated if our visitor policy changes.

2. Monitoring healthcare personnel and residents for symptoms of respiratory illness

Only essential healthcare personnel are currently entering the facility. Each staff member is monitored on entry for fever and symptoms of respiratory infection. Ill staff will be sent home. You may see healthcare personnel washing hands, and wearing facemasks, eye protection, gown, and gloves to prevent germs from spreading and keep residents safe.

Residents are assessed daily for fevers and contagious symptoms to quickly identify and treat ill residents. When ill residents are identified, they are monitored closely, and asked to stay in their rooms.

3. Limiting activities within the facility

We are cancelling all group activities within the building and all community outings. We will be helping residents practice social distancing, including during meals, and to frequently clean their hands. As opportunity allows, we may re-institute small group activities involving social distancing and/or masking, hand hygiene, and environmental cleaning.

We encourage you to review the CDC website for information about COVID-19, including its symptoms, how it spreads, and actions you can take to protect your health:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Thank you very much for everything you are doing to keep our residents and facility staff safe and healthy.

Sincerely,