

March 12, 2020

To Our Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact your loved one. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we do not have any residents with COVID-19. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help.

At this time, we are not permitting visitors (including family and friends) to enter the community. We have posted signs at our entryway doors. Only visitors that are medically necessary will be allowed and those individuals will be actively screened. Deliveries of packages will be made outside the building and a staff member will accept them.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. If you need assistance connecting with your loved one, please reach out to the community and we will assist you.

Our staff is committed to maintaining as much of a normal life in the community as possible with a few temporary exceptions. We have eliminated all group outings, with the exception of scenic drives. We are strongly discouraging residents from leaving the campus with family or otherwise. Residents who need something from the grocery store or pharmacy should talk to an employee.

We continue to emphasize proper hand washing hygiene as well as coughing and sneezing etiquette. In addition, we've encouraged residents to avoid shaking hands or hugging others. Any resident who is experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, has been advised to let a staff member know immediately.

In summary, please know that we are taking the danger of COVID-19 seriously and have put these [precautions and protocols](#) into place to diminish the risk of infection and to keep residents healthy. We anticipate having information regarding the community response to COVID-19 on our website later today. We will post future updates on that site.

Sincerely,