



COVID-19 Update

March 5, 2020

Dear Residents and Families,

We know some of you may be concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at our facility. Ensuring our residents, families, and staff are in a safe and healthy environment is our greatest concern.

At this time, we don't have any cases in the centers we serve. 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 buildings. However, we need your help in battling COVID-19. Below are some examples of how you can help protect yourselves and our residents, as well as prevent the spread throughout the community.

1. **Sick residents may be isolated to a single room** during infectious period or they may be sent to the hospital for care.
2. **Sick family members should avoid visiting during period of illness.** If you are sick with a respiratory illness i.e. cough, fever, sore throat, runny nose, and/or shortness of breath, you should stay home and contact your physician to confirm whether or not you have a communicable disease such as influenza or Coronavirus.
3. **Practice proper hand washing hygiene.** Visitors should clean their hands before and after interaction with residents and their environment with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
4. **Cover your mouth and nose with a clean tissue when coughing or sneezing.** Please review the [CDC's information on coughing and sneezing etiquette](#).
5. **If you have traveled recently where an outbreak has occurred,** notify us when entering the facility. We do not want for visitors to be the carrier into a location.

We are monitoring and following the recommendations of the CDC on using basic contact precautions to prevent the spread which includes wearing gowns and gloves when interacting with residents who are sick as we always do. We also are staying up-to-date with the CDC recommendations as they are updated. In addition, we are in close contact with the state health departments and are following their guidance.

For additional information, please visit the CDC's coronavirus disease information page.

<https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/prevent-spread-in-long-term-care-facilities.html>.

Or, Review the Resources Listed on the next page.

Please review the information, educate yourself and your family about best practices. As the outbreak progress, we will communicate more frequently with you. Should you have any questions, please feel free to contact your facility's infection control preventionist or Judi Kulus, Chief Nursing Executive and Corporate Infection Control Preventionist.



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Health Questionnaire

In an effort to protect our residents, staff, and families from infectious diseases such as (flu, Coronavirus, Norovirus, C. Diff, etc.) all persons entering our facilities will be asked to complete a health questionnaire. The questionnaire will screen for possible respiratory infections including COVID-19. We will be asking that the receptionist, manager on duty or charge nurse collect information on a screening form as you enter the facility. Please inform the screener if you have traveled to Asia, Europe, or the Middle East or if you have come in contact with others who have travelled to these high-risk areas.

Our family and friend visit policy follows federal regulation which instructs that visitors may visit residents subject to reasonable restrictions to prevent community-associated infection or communicable disease transmission to the resident. In general, visitors with signs and symptoms of a transmissible infection (e.g., a visitor is febrile and exhibiting signs and symptoms of an influenza-like illness) should defer visitation until he or she is no longer potentially infectious (e.g., 24 hours after resolution of fever without antipyretic medication). If deferral cannot occur such as the case of end-of-life, the visitor should follow respiratory hygiene/cough etiquette as well as other infection prevention and control practices such as appropriate hand hygiene.

We ask that all persons entering the facility complete the illness screening form. We are monitoring CDC guidance daily and will do everything necessary to meet the needs of residents while protecting residents, staff, and visitors when a noted infectious illness is determined.

For questions regarding our facility's emergency planning regarding the COVID-19 virus, please contact the administrator or Judi Kulus (contact information below).

Resources Available to you to understand the Virus & Protocols:

- Guidance for Evaluating and Reporting Persons Under Investigation: <https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinicalcriteria.html>
- Visitors who have fever or symptoms of respiratory infection or who have traveled to restricted countries should not visit. Guidance on visitors (see recommendation #3): <https://www.cdc.gov/coronavirus/2019-ncov/infectioncontrol/control-recommendations.html>
- Travel & restricted countries: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- Restrict workers (HCP) who have fever or symptoms of respiratory infection Follow CDC guidance sick employees staying home: <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>
- CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Sincerely,

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