

March 14, 2020

To Our Residents and Family Members:

The Coronavirus outbreak (COVID-19) is evolving quickly with new information. We continue to monitor the Centers for Disease Control and Prevention (CDC) website on a daily basis and follow CDC and local health department guidance and recommendations.

At this time, we request that family and friends do not visit the center. Out of an abundance of caution, we are limiting all visitors to our facility unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building. As another measure of protecting our residents we also ask that you not take your loved one out of the community unless absolutely necessary.

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 believe a visit to the center is necessary, we request that you contact **The Concierge at 804-456-4455 and she can connect you with a supervisor** prior to your arrival.

Please make sure we have your most current, emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to **The Concierge at 804-456-4455** with your updated contact information.

Residents please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. **If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a staff member know immediately.**

Our community is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures and staying up to date with the CDC recommendations as they may continue to change. In addition, our community is in close contact with the local and state health department, and we are following their guidance.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact: **Kelly Carter or Stevette Carter at 804-456-4455.**

For additional information, please visit the CDC's coronavirus disease [information page](#).

Sincerely,

Executive Director



Attention All Visitors:

There has been an increase in COVID-19 outbreaks internationally. Residents of long-term care facilities may experience severe disease if they get this illness. Unfortunately, due to this pandemic, we have to limit or restrict visitation at this time.

Please help us reduce the spread of this illness:

All visitation will be limited to the following Individuals:

- **Community employees.**
- **Contractors/support services.**
- **Consultants who need to keep the operations running and assure the residents' needs are met.**
- **Government officials who in their capacity require entry (e.g., CDC or public health staff).**
- **Immediate families or friends who need to visit for critical or time sensitive reasons such as hospice-related visits, complete medical authorizations, etc.**

And

- **Successfully completes the community's screening protocol.**

All individuals that are granted access to the community must wash their hands:

- **Upon entry before they do anything else.**
- **Throughout their time in the community and in accordance with community protocol.**
- **It is not recommended to shake hands during this pandemic.**

We are truly sorry for any inconvenience. If you have questions or concerns, please call the community Executive Director at:

804-456-4455

Thank you so much for your understanding and cooperation.