



AUBURN HILL
SENIOR LIVING

December 22, 2020

To Our Families:

We know you are concerned about the spread of COVID-19 and how it may impact your loved ones. Ensuring our residents are in a safe and healthy environment is our first priority.

The Virginia Department of Health and CDC both encourage families and residents to carefully consider family/group gatherings over the holiday. Leaving the community could increase your loved one's risk for exposure to COVID-19

At Auburn Hill at Swift Creek, we understand this is a challenging time, and we want to make every effort to help you to connect with your loved one in safe but meaningful way, especially during the holidays. We will continue to offer video chats as an option until we can resume patio visits and eventual indoor visitation.

If You Still Decide to Take a Resident Home for the Holidays

Should you and your loved one ultimately decide to leave Auburn Hill at Swift Creek despite these recommendations, please be advised that Auburn Hill will take extra precautions upon your loved one's return, in an effort to keep all of our residents and staff members safe.

If you believe your loved one may have been exposed to COVID-19 while visiting with you for the holidays, please notify us immediately.

Auburn Hill at Swift Creek will implement the following actions after a resident returns to the community:

1. Screen and increase monitoring for signs and symptoms of COVID-19 or other respiratory illnesses.
2. Test the resident for COVID-19 if:
 - a. signs and symptoms are present,
 - b. there was potential for exposure while outside of the community or
 - c. the resident left the facility for an extended period of time.
3. Quarantine the resident for 14 days if:
 - a. the resident is symptomatic,
 - b. left the community for an extended period of time, or
 - c. they may have been exposed while outside of the community.

Please bear in mind that recommendations for infection control precautions such as those listed above may continue to change and it is important that we follow local, state, and federal guidance.

Ways You Can Help Reduce the Spread of COVID-19

Meanwhile, we hope that we can count on you to help us curb the spread of COVID-19, so we can better protect your loved ones and allow for more in-person visitations. Below are some suggestions on how to reduce the risk of COVID-19 spread.

1. Reduce the number of people gathering. Large gatherings offer more opportunity for the virus to spread from person to person, especially when a person infected has no symptoms yet can still spread the virus to others unknowingly.
2. Ask anyone who has had contact with someone who has been ill to not join the holiday celebration in person. If they have been exposed to someone who is/was ill, they may be spreading the virus without knowing they have it. Offer alternative means to stay in touch over the holidays, such as FaceTime, virtual parties, and virtual holiday meals.
3. Remain at least six (6) feet apart both indoors and outdoors. This reduces the amount of virus that you and/or loved ones may come in contact with.
4. Wear face coverings both indoors and outdoors. Face coverings help protect both you and your loved ones.
5. Wash your hands often with soap and water for at least 20 seconds, or use alcohol-based hand sanitizer if soap is not available.
6. Avoid touching your face or others' faces. The virus may be on your hands and touching the face may bring the virus into the body.
7. Clean frequently touched objects and surfaces, such as doorknobs or countertops, often. The virus may be able to live for extended periods on certain surfaces. Cleaning of surfaces is important to reduce the risk of spread.
8. Avoid communal service utensils, passing food/drinks, potluck, or buffet style food service. This offers lots of opportunities for the virus to be passed from person to person. Instead, stick with individually prepared plates by a single server.
9. Whenever possible, if you are having a gathering, do so outside. When that is not an option, conduct the gathering in a well-ventilated area. This can be done by opening windows and doors, if possible.
10. Resist the urge to shake hands or hug others. Instead, verbally greet others. Talk to children about not hugging or touching prior to the gathering.
11. Check the local and state conditions and requirements for precautions and restrictions in place. This includes positivity rates and quarantine requirements, before crossing state lines.

As we navigate these challenging times, we express our sincere gratitude for your support in helping to protect our residents. This year's holiday celebrations will undoubtedly be different than we have ever seen before, but together we can find safe ways for our residents to enjoy the holidays with their family and friends.

Should you have any questions, please feel free to contact Kelly Carter, Executive Director or Tammy Carter, Director of Health and Wellness.

For additional information on COVID-19, please visit www.cdc.gov/coronavirus.

Thank you for your commitment and dedication to our residents.

Sincerely,

Kelly Carter, Executive Director
Auburn Hill at Swift Creek
804-456-4455