



7/13/2020

To Our Residents and Family Members:

As you are aware, we have been working with our local Health Department and completing pro-active Covid testing on residents and staff. We want to inform you that we have received confirmation that an individual at our community has had a positive COVID-19 test result. Resident health and safety is our top priority. We are doing everything we can to ensure we stop the spread of COVID-19 within our community, including staying in close communication with local and state health officials to ensure we are taking all the appropriate steps. We are not permitting visitors per the direction of the local health department.

We encourage you to call for updates on the status of your loved one. We understand that you are concerned about your loved one, but it is crucial that we restrict visitation to reduce the spread of this virus. We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through Skype, calling, texting, or other social media formats.

We will contact you if your loved one is suspected or diagnosed with COVID-19. We want you to know that we are taking every precaution to prevent the spread of infection. We know that you may have questions and we encourage you to contact our community.

We need your help in battling COVID-19. Please visit the [Centers for Disease Control and Prevention \(CDC\) website](https://www.cdc.gov) to learn how you can help prevent the spread in our community.

We know this is a difficult time for everyone. We will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the local and state health department.

We know that you may have questions and we encourage you to contact our community. Myself or a member of our team will return your call or email at our earliest convenience.

Sincerely,

Elaine Jeffries
Director