



March 11, 2020

Dear Family Member;

Based on Center of Disease Control and Department of Public Health recommendations regarding the Coronavirus, COVID- 19, and the daunting responsibility to protect the health and welfare of the Residents and Patients we have the privilege to care for, we have elected to **restrict all visitation** to the facility until further notice.

This means that individuals will not be allowed to come into the facility, except under certain circumstances, such as end-of-life situations.

Please consider informing your other family members of this temporary restriction as well. At this time, we have no known cases of the Coronavirus, nor any cases of Influenza A or B in the facility. This action is being taken exclusively with an overabundance of caution to maintain our resident's, and patient's safe.

If your loved one experiences a change in medical condition, you will be notified as per facility protocols. If this change in condition is emergent and requires a family member to visit the facility, you will be subjected to clinical screening and/or isolated to certain areas of the building. All non-emergent, medical appointments outside the facility will be evaluated on a case by case basis.

Our Management is in constant contact with the CDC, Department of Public Health and local government officials monitoring the evolving status of the Coronavirus. We hope and pray that these cautionary – yet essential interventions will be brief in both time and scope. In the meantime, please call the facility and speak to any member of the management team and we will be able to assist you with any additional questions you may have.

While this decision creates emotional stress and an inconvenience for so many of our loyal family members, we remain confident that we are exercising the necessary precautions to protect your loved one. Thank you for your understanding!

Thank you,

Laura Dos Santos
Executive Administrator