

March 13<sup>th</sup>, 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 are limiting visitors to our community.** As an additional precaution, we are limiting resident visitation to immediate family members and clinical personnel. Visiting hours will be limited to the hours of 8am to 8pm. 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. We are encouraging only essential visits to the community and ask that you consider other means of communicating with your loved one such as telephone, email, text, video chat or social media.

As another measure of protecting our residents we also ask that you not take your loved one out of the community unless absolutely necessary.

**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 – 804-250-5740.**

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

Sincerely,

**Kelly Carter**  
**Executive Director**