

Promenade

HEALTH & REHABILITATION

Date: 05-14-2020

Dear Residents and Families:

Thank you again for the outpouring of support that we have received during these strange times. The love you have shown to our residents and staff has been uplifting!

This letter is to continue to update you on the steps we have taken to keep you and your loved ones safe. As mentioned previously, we expect these to continue throughout the current emergency period, or until we receive further guidance

At this time there are NO positive cases of COVID-19 among residents or staff. If your loved one tests positive, you will be notified Immediately. You will also continue to get notifications for updates on any change of condition.

We need to verify that we have a current contact phone number for the Responsible Party for each of our residents. This can be a cell phone or a land line.

Once these phone numbers are confirmed, you will receive a weekly call regarding the facility's Covid status, which currently is zero cases. Also, you will receive a phone call if this number changes or if new resident or staff cases are identified, or three or more residents or staff with new-onset of respiratory systems occurring within 72 hours of each other. These calls will be made by the end of the next day after the event triggering the call.

Below are actions the facility continues to take, to stop any spread of the virus and changes to normal facility operations:

- We have educated our staff and residents about COVID-19, as well as the importance of handwashing and good cough hygiene.
- We have emphasized appropriate personal protective equipment usage
- We are electronically tracking inventory levels daily.
- We are ensuring that residents have the tools they need to wash hands.
- We are screening all employees before they come to work.
- We are screening all residents each shift.
- We are screening all new admissions to the facility.
- We have restricted visitors, except for extreme circumstances.
- We have stopped social gatherings in traditional settings.

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- We have stopped communal dining.
- We are communicating with the physician and/or Department of Health on any resident who may need to be tested.
- We are asking our residents to cover their mouths when receiving care per CDC guidance.
- Staff are wearing masks.

Please continue to schedule Facetime visitation with your loved one. They would love to be able to connect with you and we have times and dates available.

Please feel free to call your administrator if you have any questions, concerns or ideas. We are spending all day, every day, working to keep you and your family safe.

Lana Rogers, Administrator
479-268-0371