



March 10, 2020

To Family Members:

As a valued member of our facility family, we appreciate the trust you place in us to care for your loved one. We know many of you are concerned about the spread of COVID-19 (the new coronavirus). Your Resident's health and safety is our number one priority. Currently, we don't have any cases in our facility. The Centers for Disease Control and Prevention (CDC) as well as the American Health Care Association (AHCA) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our facility. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

At this time, we request that family and friends do NOT visit the center. Out of an abundance of caution, we are limiting all visitors for urgent needs only such as end of life or if a visit is necessary for a Resident's wellbeing. Signs will be posted on our entryway doors to notify visitors of this policy. We will also be locking down the facility. This will ensure we can actively screen any individual, including staff, who need to come into the building.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, ecards, video chat or social media. If you believe a visit to the center is necessary, we request that you contact the **Healthcare Nurse (260) 353-3401** prior to your arrival.

We will be restricting any outings or activities outside of the facility. We will also not allow any volunteers or outside entertainment in the facility until the visiting restrictions are lifted. However, we will continue to provide life enrichment and activity opportunities to our Residents inside the facility.

Please make sure we have your most current, emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to **Amy Krieger, CLD (260) 824-8940 x104** with your updated contact information.

River Terrace Healthcare Center is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and if necessary, wearing gowns and gloves when interacting with Residents who present symptoms. We also are staying up to date with the CDC recommendations as they may continue to change. In addition, our River Terrace Healthcare Center 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. Weekly updates will also be provided on our facility website and Facebook page. Should you have any questions, please feel free to contact our facility at (260) 824-8940.

For additional information, please visit the CDC's coronavirus disease information page.

At Your Service,

Alicia Bauer, Administrator