

Good afternoon residents and families- In an effort to keep in touch with you and communicate any updates and changes, our office manager, Linda, had reached out to you regarding the weekly updates we will be sharing as a facility to continue open communications. Since we implemented visitor restriction policy back in March, we have continued to revise our approach and protocol, in order to follow I.D.P.H. and C.D.C. recommendations and guidelines for long-term care. We thank you for trusting our facility and team to care for your loved one.

Some additional measures that we have taken to mitigate the spread of the Coronavirus include the following:

- a) Ongoing efforts of hand sanitizing and washing with all individuals that signs into facility
- b) All employees, contracted employees and vendors must sign in to the facility, review health questions, and have their temperature assessed
- c) All guests that sign in and work with residents must wear the designated mask and eye protection. Families or vendors will be required to wear a face mask and have limited access during their visit
- d) Additional hand hygiene signage reminders and hand sanitizer available throughout facility
- e) Designated isolation rooms for those that are COVID positive and those that may be exhibiting symptoms of the virus.
- f) New admissions being Coronavirus tested and isolated for 14 days to monitor symptoms before relocating
- g) Daily checks of all residents to monitor their pulse, respirations, oxygen levels, and temperature.
- h) Ongoing collaboration with public health, Osceola Healthcare Coalition, and EMS.
- i) Regular healthcare huddle meetings with employees to review protocol and many ongoing measures for the safety of our residents and staff.

Ongoing family visits are encouraged via FaceTime, Skype, Zoom, emails, visits with family from the front porch with residents visiting from dining room (Families must wear nose and mouth covering, example scarf, hanky, facemask)

Residents have been encouraged to stay in their room, while exercise programs, activities, and meals come to them in their room. Residents have been provided fabric facemasks, facial tissue, and other fabric/cloth barriers to cover their mouth while cares are provided.

We currently DO NOT have any residents or employees that have tested positive for the Coronavirus. Should that change, the residents and their representative will be notified at that time. Country View and public health, in collaboration, will reach out to individuals who are suspected to have come in contact with COVID positive person. Additional measures will be explained, including monitoring one's self and quarantining oneself as appropriate.

Please do not hesitate to call if you have any questions and again, we encourage you to visit with your family member as often as possible through one of the mediums identified above. We understand that this is a difficult time for everyone, and most difficult for residents who do not get to interact frequently with others outside of their room or their family. Please help us encourage and facilitate these conversations in any way possible to continue supporting and encouraging our residents during these uncertain and restricted times.

Laura Preheim