

March 11, 2020

To Our Residents and Family Members:

We know some of you may be concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at the facility. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. At this time, we do not have any cases in our facility. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. 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 you do not visit the facility if you have any symptoms of respiratory illness. Those symptoms include: cough, fever, sore throat, and/or shortness of breath.
- We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text, or through Skype or Facebook.

Our facility is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and using appropriate Personal Protective Equipment (PPE's) when interacting with residents who are sick. We also are staying up-to-date with the CDC recommendations as they are updated. In addition, our facility is in close contact with the local and state health department and are following their guidance. We are posting signs on our entryway doors to notify visitors of the symptoms of COVID-19 and request that you not enter the building if you are experiencing these symptoms.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact:

Amy Hillenbrand, Director of Nursing Services
Email: Amy.Hillenbrand@arcofmc.org
Phone: 315-363-3389

For additional information, please visit the CDC's coronavirus disease information page:
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Sincerely,



Perry J Courto
Executive Director