

5/25/2020

To Our Residents and Family Members:

We want to inform you that at **Mulberry Creek Assisted Living** we have no known cases of COVID-19 in our facility. As a company, we are taking proactive and thorough measures to prevent COVID-19 from entering and spreading in our building. These measures include, but are not limited to:

- Utilizing 14-day isolation units for all admissions and readmissions
- Testing all admissions and readmissions for COVID-19
- Proactively testing residents and employees based on current protocols
- Completing respiratory assessments on all residents three times daily, and even more frequently on those residents showing potential signs/symptoms
- Encouraging social distancing inside and outside of work

The safety and wellbeing of our residents and employees is our top priority. We are doing everything we can to prevent the entry of COVID-19 within **Mulberry Creek Assisted Living**, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps during this pandemic.

We are taking steps based on guidance from the Centers for Disease Control and Prevention (CDC) and the Center for Medicare and Medicaid Services (CMS) to prevent COVID-19 from entering our building, such as:

- Enhanced infection control precautions
- Screening residents, staff, and essential visitors for expanded list of symptoms
- Restricting visitation and entry of people to the building
- Postponing communal activities
- Increasing PPE
- And CDC/CMS recommendations

We know you are concerned about your loved one, but it is crucial that we restrict visitation to reduce the spread of this virus to others. We will contact you directly if your loved one is suspected or diagnosed with COVID-19.

We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, facetime, etc.

We need your help in battling COVID-19. Please visit the CDC website (www.cdc.gov/coronavirus) to learn how you can help prevent the spread in our community, since continued spread in the larger community increases the chance the virus will work its way into our building.

This is a difficult time for everyone. We will continue to provide you with updates. Please know that we are adhering to guidelines from the local and state health departments, which continue to evolve as we learn more about this virus.

We know that you may have questions and we encourage you to contact our center. Please call us at 276-226-1531, email us at Adrian.Watlington@kissito.org, or visit our website www.kissito.org for updates on the status of your loved one.

Sincerely,

Robert McClintic II, Chief Executive Officer