



5228 Valleypointe Parkway  
Building B, Suite 1  
Roanoke, VA 24019  
**Phone:** 540.265.0322  
**Fax:** 540.265.0305

*Integrity ♦ Passion ♦ Excellence ♦ Respect*

11/29/2020

To Our Residents and Family Members:

In our ongoing communication with you during the COVID-19 pandemic, **Mulberry Creek Nursing and Rehab** continues to issue communication regarding the status of our residents and employees. **Mulberry Creek Nursing and Rehab** continues to test employees and residents per CMS testing requirements, and to help guide our decisions during the pandemic. On November 28, 2020, we received confirmation that one resident tested positive for COVID-19. This resident has been relocated to our COVID unit where they will have dedicated staff providing care. **Our team at Mulberry Creek Nursing and Rehab remain committed to the quality and safe care of our residents and as a result have postponed all visitation until further notice.** We will be completing 100% testing two times per week until further notice and will continue to provide updates as additional information becomes available.

The safety and wellbeing of our residents continues to be our top priority. We are doing everything we can to limit the spread of COVID-19 within **Mulberry Creek Nursing and Rehab**, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps under current circumstances.

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 reduce the spread and impact of COVID-19, 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
- Proactively testing staff and residents for COVID-19 based on current protocols
- Postponing communal activities
- Increasing PPE par levels
- And CDC/CMS recommendations

Due to government privacy requirements, we cannot divulge specific information about the individuals who have confirmed or suspected COVID-19, unless they are your family member and you have the necessary permissions to receive such information. 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. Additionally, we encourage family members to connect with their loved ones through video chat, calling or facetime. We can also arrange for window visits. Please let us know by contacting Koby Johnson at [koby.johnson@kissito.org](mailto:koby.johnson@kissito.org) or calling Koby at 276-638-8701 should we need to schedule this for you.

We need your help in battling COVID-19. Please visit the CDC website ([www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)) to learn how you can help prevent the spread in our community.

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 276-638-8701, email us at [Bob.Nelson@kissito.org](mailto:Bob.Nelson@kissito.org), or visit our website [www.kissito.org](http://www.kissito.org) for updates on the status of your loved one.

Sincerely,

Bob Nelson

Chief Administrative Officer