

*Integrity ♦ Passion ♦ Excellence ♦ Respect*

5/16/2020

To Our Residents and Family Members:

On May 13, 2020 we communicated broadly that one of our resident's, who was asymptomatic, tested positive for COVID-19 at Mulberry Creek Nursing and Rehab facility. We wanted to update you that further testing on this particular resident produced two separate negative COVID-19 results, indicating that the first test was a "false" positive.

Additionally, we wanted to make you aware that we were notified by the Health Department on May 15, 2020 that one of our non-clinical employees tested positive for COVID-19 after being hospitalized for unrelated symptoms. Since learning of these results, we have proactively tested all employees at Mulberry Creek Nursing and Rehab and are awaiting results. We anticipate having the results of our employees' tests on Monday May 18, 2020.

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
- Testing staff and residents for COVID-19 based on current protocols.
- Postponing communal activities
- 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. 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](http://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 276-638-8701, 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