



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

Integrity ♦ Passion ♦ Excellence ♦ Respect

11/19/2020

To Our Residents and Family Members:

In our ongoing communication with you during the COVID-19 pandemic, **Maple Grove Rehab and Care Center** continues to issue communication regarding our policies and procedures surrounding testing, visitation, gifting and more. Although we were hopeful that the pandemic would have seized by now, we are still battling the challenges set forth by COVID-19 daily. With that in mind, and with the holidays approaching, **Maple Grove Rehab and Care Center** felt that it was important to issue the following communication.

Due to the high COVID-19 positivity rates in surrounding counties, and the increased risk involved with residents leaving the facility, **Maple Grove Rehab and Care Center** will **NOT** be permitting residents to leave the facility to attend holiday gatherings with family members this year. Our teams will, however, be bringing to the holiday cheer to our residents through various celebrations, meals and activities.

We understand your disappointment, and hope that you understand our position and responsibility to our residents during this difficult time. 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 Amanda Dowell at Amanda.Dowell@kissito.org, or calling Amanda at 276-889-0733 should we need to schedule this for you.

Maple Grove Rehab and Care Center encourages family members who wish to share favorite holiday food items with their loved ones to contact our center for arrangements. Food items will be accepted and shared with residents upon receipt. Additional items, including gifts, clothing and care packages are accepted, however, are sanitized and stored for 72 hours prior to being provided to residents, per CMS/CDC guidance. **Maple Grove Rehab and Care Center** recognizes the holidays will feel different this winter, but nonetheless are committed to a safe and joyful holiday season. We look forward to sharing our celebrations and experiences on our social media and web pages.

We need your continued 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.

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 276-889-0733, email us at Amanda.Dowell@kissito.org, or visit our website www.kissito.org for updates on the status of your loved one.

Sincerely,

Amanda Dowell

Chief Administrative Officer