



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

Integrity ♦ Passion ♦ Excellence ♦ Respect

12/29/2020

To Our Residents and Family Members:

In our ongoing communication with you during the COVID-19 pandemic, **The Springs Nursing Center** continues to issue communication regarding the status of our residents and employees. Since our last communication, **The Springs Nursing Center** had one employee and nine residents test positive for COVID-19 after developing symptoms and undergoing rapid testing. Confirmation laboratory-based testing was also completed, and the results are pending. **Our team at The Springs Nursing Center remain committed to the quality and safe care of our residents and as a result are postponing all visitation until further notice.** We 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 **The Springs Nursing Center**, 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 Andrew Sanders at Andrew.Sanders@kissito.org or calling me at 540-839-2299 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) 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 540-839-2299, email us at Andrew.Sanders@kissito.org, or visit our website www.kissito.org for updates on the status of your loved one.

Sincerely,

Andrew Sanders

Chief Administrative Officer