



7500 Shadwell Drive  
Suite D  
Roanoke, VA 24019  
**Phone:** 540.265.0322  
**Fax:** 540.265.0305

*Integrity ♦ Passion ♦ Excellence ♦ Respect*

1/13/21

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. On January 13, 2022, we received confirmation that one employee tested positive for COVID-19. This employee has been removed from work and will be self-quarantining. **Our team at The Springs Nursing Center remain committed to the quality and safe care of our residents.** 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 prevent 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
- Proactively testing staff and residents for COVID-19 based on current protocols
- 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, so 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, facetime, or visiting in person. Please let us know by contacting Crystal Larson at [Crystal.Larson@kissito.org](mailto:Crystal.Larson@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](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 540-839-2299, email us at [Crystal.Larson@kissito.org](mailto:Crystal.Larson@kissito.org), or visit our website [www.kissito.org](http://www.kissito.org) for updates on the status of your loved one.

Sincerely,

Crystal Larson

Chief Administrative Officer