



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

Integrity ♦ Passion ♦ Excellence ♦ Respect

03/1/22

To Our Residents and Family Members:

In our ongoing communication with you during the COVID-19 pandemic, **Mulberry Creek Assisted Living** continues to issue communication regarding the status of our residents and employees. On February 28, 2022, we received confirmation that three employees and three residents tested positive for COVID-19. The employees have been removed from the general population and the residents have been relocated to our COVID unit. **Our team at Mulberry Creek Assisted Living remain committed to the quality and safe care of our residents.** We will be completing additional testing and will continue providing updates as additional information is 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 **Mulberry Creek Assisted Living**, 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 visitors for expanded list of symptoms
- Proactively testing staff and residents for COVID-19 based on current protocols
- Increasing PPE par levels
- And following 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 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 Keiera Moore at Keiera.Moore@kissito.org or calling (276) 201-1499 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 276-226-1531, email us at Adrian.Watlington@kissito.org, or visit our website www.kissito.org for updates on the status of your loved one.

Sincerely,

Adrian Watlington

Chief Administrative Officer