

# UPDATE IN REGARD TO CORONAVIRUS/ COVID-19:

To families of Heartwood Place Memory Care residents,

We have now been managing the COVID-19 outbreak since early March. We want to thank you for your help and assistance during this difficult time. Our efforts have been successful however as no active cases of COVID-19 are in the building at this time.

1. Outings will be beginning for the residents on our bus
2. Housekeeping continues to be a priority in the building on a daily basis: cleaning handrails and other surfaces multiple times a day, ordering of additional supplies, and installing additional hand sanitizer stations throughout the building. Our dietary department has been undertaking additional steps to make sure any item that enters and leaves the kitchen is thoroughly cleaned and sanitized. Care giving staff is sanitizing shared equipment, resident wheelchairs, treatment carts, charting devices, and other steps and tasks as needed.
3. We have restricted residents from traveling between the two sides of our memory care side of the building. We are hoping this will minimize any potential transmission of the virus (if it is found in our community) between the two sides.
4. Staff have been instructed to stay home if they are showing any signs and symptoms of any illness. Staff are being monitored continuously and screened prior to starting their shift for any symptoms of COVID -19. We are preparing for state-wide testing of residents and staff. In some of the buildings the company testing has already been completed.
5. All medical interventions are being conducted as usual with heightened precautions – trips to outside medical professionals are continuing with the addition of having our residents wear PPE whenever possible. Consulting teams are still reporting and providing care to our residents – via telehealth on onsite with enhanced precautions through the use of PPE.
6. Visitors are still restricted. We are following state and local guidelines. New guidelines are being developed as statewide phasing is approved by the Governor.

The staff of Heartwood realize that these restrictions are difficult for you, but we also know that you understand that the care and safety of your family members is our main concern and priority. Once Covid-19 enters a senior living community the consequences for residents and staff are challenging. The precautions indicated above are being recommended by CDC, CMS, and State and local Health Authorities.

As this situation continues to evolve and change, we thank you for your understanding and will keep you updated as necessary.

Sincerely,

Administration and Staff  
Heartwood Place Memory Care