



March 11, 2020

Dear Residents, Family Members, and Friends:

We know many of you are concerned about the spread of COVID-19, the coronavirus, and the flu and how they may impact us here at Concord Village Skilled Nursing & Rehabilitation. Ensuring our residents are cared for in a safe and healthy environment is our top priority. To best protect our residents, Concord Village is following recommendations from CDC and CMS to minimize the likelihood these viruses enter our facility. We need your help in battling COVID-19 and the flu.

Please make sure we have your current emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to Alicia Hensley, the Administrator, with your updated contact information whose contact information can be found at the bottom of this letter.

Family and Friends:

At this time, **we request you not visit Concord Village unless necessary**. Per CMS, visits should be limited to very few exceptions. If you believe a visit to Concord Village is necessary, we request that you contact the Administrator prior to your arrival.

We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, and essential workman who need to come into the building. To protect our residents, we reserve the right to refuse entrance into our facility to anyone who does not comply with our new policies or who exhibits signs of illness.

We understand that connecting with your loved ones is incredibly important, and there are a variety ways you might consider communicating with them such as: the direct dial telephone in each patient room, email, text, or video chat.

Patients:

Please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations in each patient room and throughout the building. Please also avoid shaking hands and hugs with any individual. **If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a staff member know immediately.**

We are staying up to date with the CDC and CMS recommendations as they may continue to change. In addition, Concord Village is in close contact with the local and state health department, and we are following their guidance.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact our facility at 440.709.1111.

For additional information, please visit the CDC's coronavirus disease information page www.cdc.gov.

Sincerely,

Alicia Hensley, LNHA
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