



## WEEKLY UPDATE

**July 31, 2020**

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. Since the onset of this virus, we have had 63 residents and 14 staff members test positive for COVID-19. We have had 10 staff members return to work. We continue to monitor our residents closely and follow the guidelines by CDC to ensure residents are progressing towards recovery.

We are currently experiencing a very high call volume and are working through a solution to help have phone calls answered more frequently and quickly. We recommend calling during business hours (8:30am – 5pm) on Monday through Friday if you are requesting updates. As always, if you have issues that require immediate attention, please call the facility and we will work on answering your call as quick as possible.

We are following recommendations of state and federal agencies to not allow for deliveries of items that are not able to be sanitized (e.g. food, plants, etc.) We do allow for deliveries of items that can be disinfected to be delivered. We ask that those be brought between the hours of 9am and 5pm and that families and loved ones wear masks when bringing items.

As always, we are working hard to keep everyone in our community safe and we will continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

Please continue to check our website for weekly updates as well as notification of new cases. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 864-288-1415

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Broome", with a long horizontal flourish extending to the right.

Kirk Broome  
Administrator