



NEW HOPE BAY
INDEPENDENT, ASSISTED, AND MEMORY CARE

COVID-19 Letter

ATTENTION. EFFECTIVE IMMEDIATELY.

Friends, family and staff, by now we have talked to many, if not all, of you. Please call us as always, if you have further questions.

Many of us are concerned about the spread of COVID-19 which is being monitored closely by experts worldwide. At this time, we don't have any confirmed cases on our campus or in our area. However, we are enacting social distancing measures as recommended by the World Health Organization and the Center for Disease Control to help prevent a sharp spread of these types of viruses.

At this time, we request friends and family to not visit our community.

Only essential visitors as outlined below may enter, subject to a few questions and screening for temperature & respiratory symptoms:

- Hospice providers
- Family members/POAs (18 or older) whose loved ones are receiving hospice care
- Essential vendors as vetted

Non-medical trips and events that involve external parties are cancelled until further notice. We will do our best to increase in-house activities that involve limited contact and avail "virtual visits" with family.

We apologize if these precautions may inconvenience or upset some of you. We place paramount importance on the safety of our elderly population and staff who care for them. Our new precautions for staff and essential visitors are an extension of our existing anti-flu measure which have been in place all season.

For staff, screening is now mandatory at the beginning of each shift - follow new procedures as outlined by your managers at each building. Continue to handwash frequently and use sanitizer, and continue to monitor our seniors for signs or symptoms. Those who are returning from travel are advised to self-isolate and may not return to work for 14 days.

The situation is evolving daily; we will keep you updated. Thank you for your cooperation. We hope that all stay healthy and this passes quickly.

For all of us, continue to:

- social distance by staying home as much as possible
- wash hands often or use hand sanitizer
- avoid touching your face with unwashed hands
- stay home if you are sick

Mar 13, 2020