



March 12, 2020

Dear Heather Glen Resident or family member:

I am sure many of you have been closely monitoring the latest news on the spread of the Coronavirus or COVID-19. According to the CDC, as of 4 p.m. yesterday, there were 938 confirmed or presumptive US cases. NC has 7 cases and there have been none reported in western North Carolina. A state of emergency was declared by Governor Cooper yesterday in order to free up resources, of all kinds, to contain the spread of COVID-19.

We have been receiving copious amounts of information from all state and federal agencies and we have been working with our management company, Retirement Living Associates, to put in place the most prudent and effective measures to limit exposure to our residents and staff. There are several topics I want to cover, the first and most important being:

**Visitation and Travel:**

We have not stopped visitation to the campus at this point, but we have put restrictions in place.

Per guidelines from CMS of the US Dept. of Health and Human Services we are screening visitors at Heather Glen Assisted Living by the following criteria:

- Signs or symptoms of a respiratory infection such as fever, cough, or sore throat.
- In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation of COVID-19, or are ill with respiratory illness.
- International travel within the last 14 days to China, Iran, Italy, S. Korea, Japan and Hong Kong.
- Resides in or has visited a US community where community based spread of COVID-19 is occurring.

Individuals who meet any of these criteria will not be allowed to visit Heather Glen. All visitation to Heather Glen should take place through the front door and you will receive a dated visitors tag after screening to wear while you are at Heather Glen.

While visiting you are asked to practice hand hygiene and cough etiquette, limiting surfaces touched. Please limit your movement within the facility to the resident's room when at all possible. Promote safe visitation by practicing social distancing with no hugging or hand shaking.

These same criteria will be applied to staff, vendors, and health service providers entering the building.

If you have recently returned from domestic or international travel we ask that you contact us. Please keep us informed of upcoming travel so that we can monitor any restrictions that might occur upon your return. Contact us if you have questions about family member travel to the community and know that visitation restrictions are subject to change.

**Activities:**

Our focus with activities will be limiting outside exposure. We have cancelled some visits from outside groups. As much as possible, we will keep the internal activities and classes you enjoy on track and scheduled.

**Dining:**

There are still no plans to close our dining rooms; however we are putting some changes in place to limit the spread of germs and illness. Beginning today, all salt and pepper shakers will be removed from tables and replaced with individual packets. Other condiments may need to be provided by your server. Meal delivery to resident rooms is always an option.

**Staff:**

This is a stressful time for our staff as we work to keep you cared for and well. We have a dedicated group, but it is not large. Staff who are ill will not be allowed at work and this may cause some service delays or shortfalls. We appreciate your patience, understanding and kindness as we all work through these unusual circumstances.

I know this is a lot of information. Contact me, Pam Slater, or Nyla Sailer, RN if you have specific concerns or questions.

My best,

Pam Pate  
Executive Director