



June 12, 2020

Dear Patients, Families and Community:

Our ongoing commitment is to provide you with the most current information on the status of COVID-19 at Radford Health & Rehab Center.

COVID-19

As of the date of this letter, we continue to have no patients or employees that have tested positive for COVID-19. We attribute this to the efforts of the leaders and staff in maintaining focus on the infection control and prevention measures that are in place in the center.

Mitigation

At the center, we are following the basic infection prevention and control practices of screening staff members, proper hand hygiene, universal mask use, social distancing and high touch area disinfection. With consistent use, these practices are widely known to reduce the risk of spread of many viruses, including COVID-19. Posters have also been posted throughout the center which serve as a visual reminder of infection prevention and control practices.

Testing

As of today, we are still awaiting state-specific guidance regarding point prevalence testing. We have been in contact with the Virginia National Guard this week regarding testing in our center. Details are not finalized, but we anticipate that more widespread testing will occur over the coming weeks. This testing will serve as part of the process of moving toward the day when we will be permitted to relax some restrictions within the center, including some of the visitation restrictions. You will be informed in advance should widespread testing occur.

We remain in close contact with the local health department and have access to COVID-19 testing through a private laboratory and the health department as ordered by a provider.

PPE

Despite nationwide PPE shortages, our center has sufficient PPE to protect employees responding to our patients in these difficult times. Specifically, we have adequate supplies of N95 respirators, gloves, protective eyewear, surgical masks and gowns. We

received a shipment of PPE from FEMA this week, adding to our supply and increasing our comfort level with the amount of PPE available to us to safely care for patients.

Visitation

As we await federal and state guidance regarding releasing restrictions on visitation, we encourage you to take advantage of creative ways to remain connected to your loved one. Some recommendations include sending a recent family or scenic photo, puzzles or magazines, or a care package that includes a favorite snack. As we venture outdoors for center activities or host special events, we are working to update our social media pages, including Facebook and Twitter, with photos of patients and staff.

Communication

For several weeks we have provided general updates on the status of COVID-19 in the center using digital platforms. We also continue to provide change in medical condition notifications and routine updates by phone to patient representatives. We encourage you to notify the center of any extended family members who may wish to receive these weekly notifications and provide us with their cell phone numbers.

Thank You

As the weeks continue in the current restricted state, we appreciate the support of our network of families. The care and well-being of your loved ones has been entrusted to the center leadership and staff, and that is a responsibility we take to heart.

As always, please feel free to reach out to me directly with concerns or questions.

Sincerely,

A handwritten signature in black ink that reads "Kemet Scott". The signature is written in a cursive style with a large, stylized 'K' and 'S'.

Kemet Scott, LNHA
Administrator