



June 5, 2020

Dear Patients, Families and Community:

In keeping with our commitment to remain connected with you, I want to keep you apprised of the most current information on behalf of 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 feel encouraged by this news and hope you do, as well.

### **Mitigation**

Each week, I am sharing information about the many of mitigation efforts used to keep COVID-19 from spreading into the center. Universal source control is another means of minimizing the chance for exposure to the virus. All staff wear masks throughout the center and patients wear masks when leaving their rooms or when receiving care. We are minimizing the number of individuals who are entering the center and requiring them to comply with the same screening procedures as our staff. We offer telemedicine visits to specialists, where appropriate, and take special precautions when a patient must leave the center for an outside appointment, such as dialysis.

### **Testing**

We anticipate receiving state-specific guidance regarding point prevalence testing as early as today. We will continue to work with the local health department to determine the best approach for this testing in our center. We currently have access to COVID-19 testing through the health department and a private laboratory when ordered by a provider. I will provide more information on a center-specific plan for testing in the coming weeks.

### **PPE**

Our PPE supply remains adequate. For several months we have used PPE optimization and conservation strategies as defined by the CDC to ensure sustainability of our supply. We are working towards implementing normal use of PPE over the coming weeks as supply chains open up.

## **Visitation**

The federal mandate to restrict visitation in our setting remains, as I'm sure you're aware. We continue to offer video calls as an ongoing option for visually connecting with your loved one. We are able to schedule more outdoor activities at the center, which is a welcomed change for patients and staff. We expect more guidance from both the state and federal government very soon that will provide a pathway for releasing the restrictions on visitation in our center. In the meantime, the CDC recently published the attached guide with helpful suggestions for supporting your loved one in a nursing facility. If you are interested in any of these options, please feel free to reach out the center and we will make every effort to adapt these recommendations to work within the center.

## **Communication**

I want to remind you that we have a communication plan posted on our website, which provides you the expectations for consistent communication. If there is a change in the COVID-19 status at the center, we will communicate by multiple means. If you have not already, please make certain that the center has your most current contact information, including a cell phone number, so you do not miss an important notification.

## **Thank You**

Having the support of the local community and the network of families of patients in the center has provided much needed strength to the staff. Maintaining a positive attitude with the ever-present threat of COVID-19 in our communities has been made possible by your acts of kindness through positive feedback, supplying food for the staff, and many other personal gestures. We thank you for this continued support.

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

Sincerely,



Kemet Scott, LNHA  
Administrator

# CORONAVIRUS DISEASE 2019 (COVID-19): Supporting Your Loved One in a Long-Term Care Facility

We recognize the hardship that our residents and families are experiencing right now due to COVID-19, and we hear your concerns about the restrictions that have been put into place to reduce the risk of spread of COVID-19.

As part of our facility's commitment to protecting residents, families, and staff from serious illness and complications, we are continuing to follow guidance from the Centers for Medicare & Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC), which includes restricting all visitation, except for certain compassionate care reasons, such as end-of-life.

Due to the high risk of spread once COVID-19 enters a facility, we must continue these protections. We will continue to provide families with regular updates regarding our facility's COVID-19 status via phone and email.

During this challenging time, we are committed to helping residents stay connected with their families and loved ones. We would like to work together with you to make this possible. Below are some ideas on how to keep in touch, and ways we are supporting communication between our residents and their families:



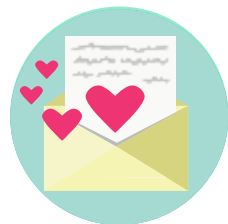
## **TECHNOLOGY** for more frequent video chats, emails, text messages, and phone calls.

We are teaching residents to use video chat applications (such as Skype and FaceTime) and will help read emails or texts on personal devices if needed.



## **VISUALS TO EXPRESS CARE.** For example, ribbons around trees or benches, planting flowers outside, or outdoor posters and banners to show support.

We will work to designate areas to place these visuals and safely take residents outside to show them these symbols of your support.



## **CARDS AND LETTERS** with messages of support and updates on family members.

We are supplying paper, pens, envelopes and postage for residents to easily reply. If needed, we will write replies dictated by residents.



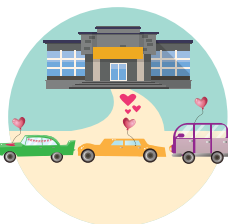
## **CARE PACKAGES** that could include items such as photographs, cards, drawings, snacks, and entertainment (such as books, magazines, and puzzles).

We will establish a system for care package drop-offs that is safe and does not require entry into the facility.



## **RECORDED VIDEO MESSAGES** to share via email or text message, if live-video chatting is not feasible.

We will help record outgoing messages and share incoming messages with residents.



## **"VISITS"** through a glass window or a parade of cars.

We will make every effort to ensure residents are able to safely participate if scheduled in advance.



## **DEDICATIONS** on the in-house cable channel and intercom system.

We can 'dedicate' songs or share anecdotes via the intercom prior to broadcasting a movie or playing music. If your loved one has a favorite song, poem, movie or television show, please let us know.

We encourage you to share additional ideas and creative ways we can work together to support our residents.

Please contact us with questions or suggestions:



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)