



March 24, 2020

Dear Residents, Families, Friends, Volunteers,

*Oak Hill* is committed to keeping our residents safe and need your help. The virus causing Coronavirus Disease 2019 (abbreviated COVID-19) can cause outbreaks in long-term care facilities. Many residents are elderly or have medical conditions putting them at a very high risk of becoming sick, or even severely ill with COVID-19. Visitors and healthcare personnel (HCP) are the most likely sources of introduction of the virus that causes COVID-19 into a facility.

**To protect our vulnerable residents, even before COVID-19 is seen in our community, we are immediately taking the following aggressive actions to reduce the risk of COVID-19 in our residents and staff:**

**1. We have implemented a NO VISITATION policy.**

We are asking that you not visit at this time. We know that your presence is important for your loved one but, per guidance from the Centers for Disease Control and Prevention (CDC), this is a necessary action to protect their health. We are introducing alternative methods of visitation (such as skype, FaceTime, etc.) so that you can continue to communicate with your loved ones. We will consider exceptions for end of life situations.

**2. We are monitoring healthcare personnel and residents for symptoms of respiratory illness:**

We are asking non-essential personnel including volunteers and consultant personnel not to enter the building. Healthcare personnel will be monitored for fever and symptoms of respiratory infection daily. Ill healthcare personnel will be asked to stay home. You may see healthcare personnel wearing facemasks, eye protection, gown, and gloves in order to prevent germs from spreading and help keep residents safe. Healthcare personnel will clean their hands frequently.

We are assessing residents daily for fevers and symptoms of respiratory infection in order to quickly identify ill residents and implement additional infection prevention activities. When ill residents are identified, they will be monitored closely, asked to stay in their rooms or wear a mask.

**3. We are limiting activities within the facility:**

We have cancelled all entertainers and activities outside Oak Hill. We also stopped communal dining and are delivering meals to resident rooms or apartments. Our activity staff is being creative to provide activities for our residents individually or in small groups at least 6 feet away from anyone.

We encourage you to review the CDC website for information about COVID-19, including its symptoms, how it spreads, and actions you can take to protect your health: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Thank you very much for everything you are doing to keep our residents and facility staff safe and healthy. We continue to monitor the situation in our community; we will keep you informed about any new precautions we think are necessary to keep your loved one safe. Please contact us with additional questions at (618) 939-3488.

Kim Keckritz  
Administrator