



Dear Members, Staff, Family and Friends,

As part of Hollenbeck's continuing response to the Novel Coronavirus (COVID-19) and based on guidance provided by CDC (Centers for Disease Control) and CMS (Centers for Medicare/Medicaid Services) Hollenbeck has implemented the following:

- We have eliminated all non-essential individuals and staff from campus. Non-essential staff include nursing students, entertainers and persons who are not required to assist us in meeting our operational needs.
- All persons (employees, visitors, vendors, etc) are directed to a brief confidential health screening related to COVID-19, which includes temperature and symptom screening and a short travel questionnaire.

As I mentioned in my previous letter, we are asking that you limit visits to your loved ones on campus. During the visits, officials recommend limited contact with your loved one, meeting only in their room or a place in the facility specifically designated for visits. These regulatory governmental agencies have asked us to take this step further and limit visitation to only situations of emotional support when your loved one may have a significant issue or end of life situations.

We are in the process of implementing alternative methods of communication, such as video chat (FaceTime) should the need arise.

Again, I appreciate your understanding in taking these preventative measures now to protect our residents and staff.

Sincerely,

Morris Shockley
President



Information for Staff, Patients and Families

How Coronavirus (COVID-19) Spreads

When the coronavirus spreads person-to-person the Center for Disease Control (CDC) believes it happens mainly through droplets produced when an infected person coughs or sneezes.

Symptoms

For confirmed COVID-19 infections, the illness ranges from people being mildly sick to people being severely ill. Symptoms can include:

- Fever
- Cough
- Shortness of breath, difficulty breathing

Symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure. If ill with these symptoms, call ahead to your doctor's office or the emergency room and let them know about your symptoms.

Prevention

There is currently no vaccine to prevent COVID-19 infection. CDC always recommends these actions to help prevent the spread of the virus, including:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw it in the trash.
- Clean frequently touched objects and surfaces with household cleaners as the virus may live on surfaces.
- The CDC does not recommend wearing a mask if you are well.
- Avoid shaking hands.

CDC.gov information Feb 29,2020