

Communities at Indian Haven

April 27, 2020

To Our Residents and Family Members:

In order to keep everyone properly informed, we are sending this letter as an update on COVID -19. **As mandated by the Department of Health, we have admitted a resident with COVID-19.** Resident and staff safety remain our top priority and we have everything in place to care for the resident. We have prepared and trained for this type of care for over a month now and the precautions we have in place exceed the guidance from the regulatory agencies. Since the beginning of receiving guidance from our regulatory agencies, we have been fully aware that nursing facilities are to be prepared to admit COVID-19. We are prepared. We remain in very close communication with local and state health officials and review our protocols on a daily basis. Visitation restrictions remain in place, per the direction of the local health department.

We encourage you to call us for updates on the status of your loved one. We have continued aggressive measures to protect the staff and residents from COVID-19. These measures include creating a barrier within the building to isolate **ANY AND ALL** COVID-19 residents, continued restriction of visitation, staff screening, resident monitoring for respiratory illness, strict hand washing procedures, universal masking, social distancing and wearing additional protective equipment when interacting and caring for residents who are sick. We are fortunate to have all the Personal Protective Equipment (PPE) to protect your loved ones and the staff. Not all the stories that you have heard about a lack of equipment exists in this facility.

We also understand that connecting with family members is incredibly important to our residents. We encourage you to connect with your loved ones through video chat, calling, texting, or other social media formats. When doing window visits, please adhere to the social distancing of six feet among the others participating in the window visits.

We need your help in battling COVID-19. Please visit the [Centers for Disease Control and Prevention \(CDC\) website](#) to learn how you can help prevent the spread in our community.

We know this is a difficult time for everyone and we will continue to provide you with updates as they become available.

We know that you may have questions and we encourage you to contact us at 724-465-3900.

Sincerely,

Kimberly Coughlin RN, C. Administrator