



**To:** Residents and Family Members of Licensed Areas (Skilled Nursing, Assisted Living, Memory Care, and Rehabilitation)

**From:** Nikki Robertson, Director of Health Services

**Subject:** Urgent COVID-19 Memo

**Date:** July 3, 2020

After 5PM on Friday July 3<sup>rd</sup>, we received notification that a resident in our skilled nursing neighborhood, Congaree, tested positive for COVID-19. This is our **first** positive case of COVID-19 for a resident at Still Hopes. The resident was tested on Monday after showing symptoms, but due to delays from the testing locations, we received the results today. This resident was already on isolation and proper precautions were in place. This resident has since been sent to the hospital for closer monitoring.

We have notified public health officials as required and are following procedures recommended by the CDC. Our Director of Nursing, Elizabeth Dickerson, called every responsible party/ POA for Congaree to alert them of the positive COVID-19 case. We are taking every step as recommended by authorities to contain the spread. As soon as we received the results, we placed every resident on Congaree on isolation and began deep cleaning processes in addition to our current Infection Control Procedures.

We are continuing to monitor residents in our other neighborhoods. Currently, there are no additional restrictions for residents in Broad, Saluda, Riverbanks, Rose Gardens, or Sanders Rehab in response to this case. We are still not allowing any visitation unless there is an end of life exception and will limit staff between neighborhoods as much as possible.

We ask that our residents do all that they can to support our community by following the recommendations set forth by the CDC:

- Wear a mask anytime you are outside of your room or there is a staff member assisting you in your room.
- Social Distancing. Stay 6 feet away from other people.
- Washing Hands for 20 seconds with soap and water frequently and using alcohol-based hand sanitizer in between.
- Self-isolating if showing any signs or symptoms of COVID-19. Alert the nurse if you are feeling unwell immediately.
- Seek medical assistance as necessary

Developments are changing day by day, minute by minute. Our focus remains on the health and well-being of our residents and staff. We will keep you updated on any and all changes as they occur. If you are not already receiving *One Call Now* messages, please let a staff member know that you need to update your contact information to receive these alerts sent via mass text, voice, and email. Thank you all for your support. We will provide updates regularly. If you have any questions, please let us know.

Sincerely,

A handwritten signature in black ink that reads "Nikki Robertson". The signature is written in a cursive style with a large, sweeping flourish at the end.

Nikki Robertson, Director of Health Services