

April 20, 2020

To Our Residents, Family Members and Visitors:

COVID-19 is a global pandemic that is moving throughout our State at a lightning speed. We understand everyone is rightfully concerned. In an effort to keep our families and community safe and informed we are providing the following update from our facility.

As of April 20, 2020, the facility currently has 16 confirmed cases residing in our Community. Included in the reported numbers from the Central Michigan District Health Department (CMDHD) are four deaths related to COVID-19 and three confirmed staff from our facility. Outside of the CMDHD reporting jurisdiction we have five additional confirmed staff reported in various counties. Our hearts and prayers are with those staff, families and friends affected by this unprecedented event. We continue to pray for healing and recovery of all of our residents and staff.

- The facility incident response team continues to follow every directive from the State and local health authorities, Centers for Disease Control and Prevention (CDC) and other government authorities on how to react to this virus entering our building. We continue to take all appropriate steps to stop the spread of COVID-19 including but not limited to:
- We have a unique floor plan that allows us to dedicate specific units for the care of these affected residents while reducing the risk for further spread.
- Visitation remains restricted.
- There is limited movement throughout the entire building among staff and residents.
- Physician visits are being completed through telemedicine.
- Residents have dedicated medical equipment.
- We have dedicated staff to the affected units.
- All staff continues vigilant infection control practices.
- Environmental cleaning and disinfection procedures are followed consistently and correctly. All of our cleaning supplies are EPA registered and are appropriate for SARS-CoV-2.
- All residents are screened every shift and as needed for respiratory illness so that quick and appropriate measures can be taken.
- Staff are actively monitored at the beginning and end of each shift. Everyone has been educated on how to self-monitor for symptoms and to report through our Occupational Health Team. Staff are strongly encouraged to not report to work if they are ill. Ill staff are not permitted to work. All staff illnesses are monitored and tracked through our Occupational

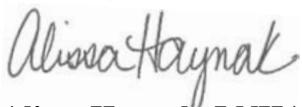
Health Team to assure it is safe for them to return to work according the CDC guidelines for health care professionals.

- Staff are practicing universal source control of personal protective equipment throughout the building, e.g. facemasks, face shields or appropriate eye protection.
- Staff continue to adhere to standard and transmission-based precautions for continued infection prevention.
- We are using necessary personal protective equipment (PPE) and are preserving our current supply, while actively seeking cloth or disposable gowns. We continue to work very closely with the Region 6 Health Care Coalition, Isabella County Emergency Management, all our local first responders and our local health department who have pooled all of their resources to assist in securing the necessary PPE.

The Isabella County Medical Care Facility team understands how difficult this period of separation is for our residents and families. Please understand we cannot provide information about individuals via Facebook or Facebook Messenger. If you have a loved one in our building and have concerns please call the appropriate nursing unit. We also have options available for you to visit face-to-face with your loved one through the FaceTime or Skype – please contact the Activity Department to set this up. Resilience and adaptability of our residents has been unwavering. It is heartwarming to watch how our team has come together to provide compassionate care to our residents, along with grace, joy and laughter each day. The selflessness and dedication of each individual member of the MCF team has been inspirational and beyond expression.

The entire Isabella County Medical Care Facility team is very grateful for the support we are receiving from our families and the central Michigan community. We are all in this together.

Sincerely,



**Alissa Haynak, LNHA**  
**Administrator**



**Amber Carll, RN**  
**Director of Nursing**