

March 10, 2020

To Our Residents, Family Members and Visitors:

We know some of you may be concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at Isabella County Medical Care Facility. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. At this time, we don't have any cases in our city or state. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

**At this time we are discouraging visitation and have limited visiting hours to 8:00 a.m. until 7:00 p.m. We are asking that you please enter through the main entrance of the facility. Our East Dementia Unit Entrance into the building will be closed. When visitation is necessary, we will make efforts to allow for safe visitation for residents and loved ones by:**

- a) Suggest limiting physical contact with residents and others while in the facility. For example, practice social distancing with no hand-shaking or hugging, and remaining six feet apart.**
- b) We are restricting visitor movement within the facility limited to resident's rooms. We are requiring visitation to not occur in common areas, e.g., reduce walking the halls, avoid activity rooms and dining rooms, we are discouraging eating with residents and are not allowing visitors in our dining rooms, if you need something please ask staff for assistance.**
- c) Please use hand sanitizer upon entering and exiting our facility at our hand sanitizer stations. See enclosed "Stop the Spread of Germs" CDC flyer.**

**We will be restricting visitation if:**

- a) You have a fever or an actively acute respiratory illness, eg. cough, sore throat, runny nose, and/or shortness of breath, without an alternative explanatory diagnosis.**
- b) In the last 14 days, you took any recent trip on a cruise ship.**
- c) In the last 14 days, you traveled internationally to countries with sustained community transmission.**

**d) In the last 14 days, you have had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19.**

**e) You reside in a community where community-based spread of COVID-19 is occurring.**

**Restriction will be for a minimum of 14 days and until you are no longer potentially infectious. If you have a known exposure to COVID-19 and are ill you should self-isolate at home and contact your health care provider.**

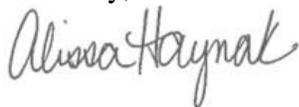
We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text, or through Skype or Facebook.

Our facility is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in many circumstances, wearing gowns and gloves when interacting with residents who are sick. We also are staying up-to-date with the CDC recommendations as they are updated. Our oversight with the State of Michigan Department of Health & Human Services through the Centers for Medicare & Medicaid Services guidance is being monitored and followed. In addition, our facility's Infection Preventionist is in close contact with the local and state health department and are following their guidance. We are posting signs on our entryway doors to notify visitors of the symptoms of COVID-19. Please note you will not be able to enter the building if you are experiencing these symptoms.

We will notify you if any residents or staff are diagnosed with COVID-19. The situation regarding COVID-19 is still evolving worldwide and can change rapidly. We will monitor and update our visitation as appropriate. **We ask that you report to the facility any signs and symptoms of COVID-19 or acute illness within 14 days after visiting the facility.** Should you have any questions, please feel free to contact our facility's Infection Preventionist, **Linnie Stern, RN**, at **(989) 772-2957 extension 4291**.

For additional information, please visit the CDC's coronavirus disease information page.

Sincerely,



**Alissa Haynak, LNHA  
Administrator**



**Amber Carll, RN  
Director of Nursing**