



NEW VISTA
HEALTH SERVICES, LLC

March 23, 2020

Dear Family and Friends:

We are all aware of the extraordinary impact that the corona virus (COVID-19) is having on our communities and country at large. We realize this is a difficult time for you and your family. Our staff is here to help you communicate with your loved ones, whether this is through talking on the phone, FaceTime, or email use. We are also setting up "drive-by visitation." Please communicate with the facility regarding days and times and we will work to schedule the visitation so long it is consistent with your loved one's medical needs. It is our hope that with the effective use of technology, coordination and timing, we can continue to keep your family in close contact, despite the necessity of social distancing.

Since the first reports of the virus being found in the United States, we have been working to ensure the implementation of the current guidelines issued from the CDC, state and local health departments. As the virus has continued to spread, the guidelines have become more stringent and we continue to keep abreast of these changes, implementing the new measures so that we can keep everyone safe. The measures we are taking to meet this challenge consist of the following:

1. We have suspended all non-essential visits to the facility except for end-of-life situations. These are evaluated on a case by case basis.
2. We check essential staff for temperature and respiratory symptoms as they enter the facility.
3. We practice social distancing and are reinforcing this practice with each other.
4. We are alert to any respiratory issues and are evaluating them immediately and communicating with the attending physicians.
5. We have conducted training on Infection Control practices that include hand washing, alcohol hand sanitizer use, avoiding touching of eyes, nose, and mouth with unwashed hands, and coughing and sneezing etiquette. To remind us, there are signs posted throughout the facility.
6. We have reviewed our facility plan if there is a direct concern in the community that we need to address.

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7. We have increased cleaning practices that are directed at both disinfecting and killing the virus.
8. We are providing regular meetings and education to our leadership staff, so they have current information about the virus.
9. We created an “attitude of awareness” regarding signs of respiratory symptoms during our staff interactions.

Finally, if there are items that you must bring to your loved ones, following are some general guidelines. Please understand that this is not an exhaustive list, but it may help you make decisions about what you bring:

1. Plastic, glass or metal: Thoroughly washing with soap and water can kill the coronavirus because it tears apart the barrier. washing the item with regular dish soap and hot water is recommended before you bring it into the facility; wipe dry.
2. Cardboard: If the item is made of cardboard, please know that the virus can live on cardboard for 24 hours. For example, a box of diapers from the grocery store can have the virus so let that sit for 24 hours before bringing it to the facility.
3. Fruits and Vegetables: The virus is deactivated by soap and water. Please wash thoroughly. (Ideally, we would appreciate a frozen product. There is currently no data to show that the virus is spread by consuming food; however, we would like to be extra careful).
4. Laundry: Let the facility know you would like laundry done at home if you have not already done so. Because the virus can live on cloth, we are going to store for 24 hours and then take it to your loved one’s room.

If you have any questions about anything in this letter, please contact the Executive Director. We will continue to provide information either through another letter or a phone call as the situation progresses.

Please know that we are here for you and your family.

Be well and stay safe,

Myra May RN, MS, JD, NHA
President/CEO

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