

March 10, 2020

To Our Residents and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at West Anaheim Extended Care. Ensuring residents are cared for in a safe and healthy environment is our first priority. **At this time, we don't have any cases in our facility, however we do have confirmed cases of Influenza.** The Centers for Disease Control and Prevention (CDC) and CMS have recommended a variety of steps for **All Skilled Nursing Facilities in Orange County** 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 request that family and friends do not visit the facility. Out of an abundance of caution, and in compliance with governmental recommendations we are limiting all visitors to our facility unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building. Unless the visit is essential for meeting our Resident needs, we will be denying visitors at this time.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, or video chat. If you believe a visit to the center is necessary, we request that you contact the receptionist prior to your arrival. Essential visitors will be screened prior to entry to the facility in compliance with CDC guidelines. Visitors who are unable to pass the screening will be denied entry.

Please make sure we have your most current, emergency contact information, including your email address. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to the receptionist, social worker, or charge nurse with your updated contact information. You may email updated information to Marlena@westanaheimc.com.

Residents, please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. **If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a staff member know immediately.**

We also are staying up to date with the CDC recommendations as they may continue to change. In addition, our facility is in close contact with the local and state health department, and we are following their guidance. This is an evolving situation, and we will be assessing our response daily as to when restrictions can be lifted.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact our center at: 714-821-1993.

For additional information, please visit the CDC's coronavirus disease [information page](#).

Sincerely,

The Management Team and Staff of West Anaheim Extended Care