



UPDATED MARCH 15, 2020

To Our Residents, Family Members and Visitors:

As you may have heard in the news, President Trump has declared a national emergency as a result of the Coronavirus (COVID-19). This development triggers heightened infection control practices and protocols as recommended by the Centers for Disease Control and Prevention (CDC). Ensuring residents are cared for in a safe and healthy environment is our greatest concern.

To comply with CDC guidance we will continue with our current visitor restriction status at Lutheran as required by the Centers for Medicare & Medicaid Services (CMS) and the Massachusetts Department of Public Health (DPH). We ask for your continued understanding of our Center's compliance with these directives in the best interest of our residents and staff. We will communicate to our residents and family members when those directives have been lifted. Should your loved one residing in our Center be receiving active end of life care please contact our Administrator to discuss if special arrangements for restrictive visitation under CMS and DPH guidelines can be arranged.

We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them at this time. These may include telephone, email, text, or through Skype or Facetime. We can make tablets or laptops available to be used by residents to connect with family members. Such electronic facetime visits can be scheduled by contacting the Center's Administrator. We also want to remind families of our "Send a Greeting" link on our website www.lutheranrehab.com where you can send a message to your loved one that we will hand deliver on your behalf.

In addition to prohibiting visitation, we are also focused on infection control best practices with our staff and residents. Staff are trained on the symptoms of COVID-19, CDC recommended infection prevention techniques, and have clear protocols for when to stay home if they are ill or symptomatic. We are reminding our residents that they are a key partner in keeping themselves and others healthy—by washing hands often; avoiding touching eyes, nose, and mouth; and promptly notifying staff if they feel sick.

We continue to monitor information and guidance from CMS and the CDC and are working with state and local public health and emergency preparedness officials to prevent the illness and strengthen our preparation for and response to an outbreak. We will continue to keep you updated (in accordance with HIPAA guidelines and privacy laws) as we respond to this public health concern in an effort to protect our residents and staff.

Should you have any questions, please feel free to contact our Center's Administrator directly via contact information below or email info@lutheranrehab.com. Also, please visit the CDC's coronavirus disease 2019 at www.cdc.gov to stay informed regarding this national emergency and related requirements and recommendations. It will take everyone's efforts to contain the spread and adverse effects of this very serious viral outbreak.

Again, thank you for your support of our efforts.

Sincerely,

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