

March 11, 2020

RE: COVID-19 Coronavirus // UPDATE

Dear Family & Friends

As our primary goal is to ensure the safety of our residents and staff, *and as per the Centers for Medicare and Medicaid Services (CMS)* **all visitation is being restricted effective immediately.**

Visitation will only be granted to staff, staff of the local and State Health Department, emergency first responders, critical vendors such as hospice and physicians now through March 25th.

Families who have a loved one who is nearing end of life will be permitted to visit in a controlled manner. You will be screened upon entering the facility for the below criteria.

- *You are restricted to the patient's room only*
- *You may not wander the facility*
- *If patient is on isolation you must abide by the facility protocol*
- *You must cooperate with infection control directives during your visit*

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 digital platforms. Further, you may reach out to the facility and speak to your loved one's social services advocate and/or Administrator at any time.

Sincerely,

John Kolenda, Administrator

Press Release for COVID-19

Pine Haven Nursing and Rehabilitation Center takes the threat of COVID-19 very seriously and has been taking proactive measures to ensure the health and safety of our residents and staff.

We are following the guidance of the Center for Disease Control and Centers of Medicaid and Medicare and our Local Health Department and have implemented visitor restrictions and screens for staff and essential visitors. It is essential that anyone who potentially carries the virus does not enter our facility.

Our commitment is to protect our residents and employees to keep them safe and healthy.

ATTENTION ALL VISITORS

DO NOT VISIT

if you have fever, shortness of breath, cough, nasal congestion, runny nose, sore throat, nausea, vomiting and/or diarrhea.



DO NOT VISIT

until you are completely recovered.

Infections like flu and novel coronavirus (COVID-19) are especially dangerous to the residents and can be avoided.