

March 12, 2020

Dear Family Members:

We continue to do all we can to minimize the risk of the coronavirus {COVID-19}. We are following the guidance of the Centers for Medicare and Medicaid Services {CMS}, Centers for Disease Control and Prevention {CDC} guidance, and state recommendations in relation to visitation to Nursing Homes and Personal Care Communities. I am writing to share more detail with you regarding these changes.

- Based on this new guidance, we are restricting visitation to the RiverWoods Nursing Care Center or Personal Care to essential visits only.
- Essential visitation examples would be when a visitor is essential for the resident's emotional well-being and care or end-of-life care. The situation might be a daughter who visits her mother every Monday, would stop these visits, and limit her visits to only those situations when her mom has a significant issue. Also, during the visit, the daughter would limit her contact with her mother and only meet with her in her room or a place specifically dedicated for visits.
- We understand that connecting with loved ones 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, on a personal device or the phone many residents have in their rooms. Let us know how we can help facilitate communication. We are currently working on enhancing these opportunities for residents where possible.
- Essential visitors will be screened before they can enter the building, including a temperature check.
- Staff who regularly work in Personal Care or the Skilled Nursing Center, or who may need access to these locations for work-related reasons, will also be screened the same way before being able report to these areas.

We support these restrictions from multiple governmental agencies as they are clearly focused on minimizing the risk of exposure of coronavirus to the most vulnerable residents we serve. We also know this is a dramatic step that will require openness to change and understanding. We want to make sure you have options for communication, and we are working to support both you and your loved ones. If you have concerns or questions, please call Melissa Bowersox at 570-522-3907 for Skilled Nursing or Tammy Speece at 570-522-6204 for Personal Care.



an Albright Care Services Retirement Living Community

We are also committed to sharing timely information on a dedicated page on our website, [www.riverwoods.org](http://www.riverwoods.org). or our community Facebook page. This information is updated regularly.

Additional documentation from the CDC about coronavirus can be found by going to [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus).

I welcome your calls as well if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Lennea Brown". The ink is black and the signature is fluid and elegant.

Lennea Brown  
RiverWoods Executive Director