

September 22, 2020

Dear Families, Loved Ones and Team Members of Regency at Augusta,

On 9/22/2020, we were informed that a team member has tested positive for COVID-19. I am writing you this letter to keep you as informed as possible, so we are all able to navigate through this situation in the safest, healthiest, and most efficient way possible.

Our community has prepared for this type of situation and is taking the following immediate action:

- We have made the Virginia Department of Health and Central Shenandoah Health District aware of the positive case and they are actively conducting contact tracing procedures.
- We have made our licensing inspector aware of the positive case.
- Additionally, our director team has proactively worked to preliminarily identify residents and team members who may have been in "close contact" with the team member.

It's important to note that this team member has not been in our community since we determined the positive results.

Team members, please continue to monitor your health and take note of any symptoms of COVID-19. If you are experiencing any of these symptoms, you should consult his/her physician and not come to work:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle/body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Again, we share this information with you not to alarm you but to keep you as informed as possible.

You can assist us as well by promoting healthy behaviors, such as:

- Staying home from work or school when feeling sick
- Wearing a face covering
- Covering coughs and sneezes with a tissue and then immediately washing your hands
- Washing your hands with soap and water for at least 20 seconds
- Avoiding touching your eyes, nose, and mouth
- Cleaning and disinfecting surfaces that are often touched
- Avoiding close contact with people who are sick
- Taking care of your overall health

Please know that we are here to support our families, residents and team members at all times. Please do not hesitate to give me a call directly if you have any questions at all.

We're in this together!

Sincerely,

Vickie Conner, LPN/ALFA

Executive Director