

October 21, 2020

Greetings Families and Team,



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. On 10/21/2020 our team was notified by the Augusta Health Lab that one of our Innovation residents tested positive for COVID-19. Along with this resident we were also informed by a team member of positive results with symptoms that began yesterday. This resident remains asymptomatic currently. Per recommendation of the Virginia Department of Health we have been instructed to cease all visits, communal dining and group activities.

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 the 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.
- We will be enforcing social distancing as much as possible with all of our residents and performing additional COVID screenings.

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 your 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

At this time, I ask for your patience as we work through this situation. I also ask that you not post speculative comments or opinions on social media, as they can greatly hinder the work of our local health officials. Your cooperation is greatly appreciated.

Due to the unknown and in an effort to keep you and our residents safe, we have made the decision to suspend all visits at this time. Please contact our concierge at 540-213-4400 during business hours to arrange facetime or video calls.

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

We're in this together!

Sincerely,

Vickie Conner, LPN, ALFA

Executive Director