



Tuesday, March 17, 2020

HIGH PRIORITY MESSAGE ABOUT COVID-19 AND CIRCLE CENTER OPERATIONS

Dear Caregivers and Participants,

With the Governor's call to action today, March 17th, asking everyone over age 65 to self-quarantine as well as requesting that no more than 10 people gather at a time, **Circle Center has made the decision to close effective, Thursday, March 19, 2020.** Circle Center is committed to ensuring the health and safety of our participants. We will be reaching out to all caregivers over the next day or so to talk with each of you about your own plan of care for your loved one, now that we have closed. As you know, the virus and our national and local response evolves day by day so we have not yet set a reopen date. But we will keep you posted.

Here are some things we need to communicate to you at this time:

- Please make sure we have an updated email on file for you.
- Please let us know if you are in need of incontinent supplies at home. We may have some extra that we can supply you with.
- If your loved one takes medications here at the Center, and you would like these medications to be sent home, please let us know.
- A team of our Recreational Therapy students are working on creating "virtual" programming that we can send to participants at home. We encourage you to use this "toolkit" which will contain videos of craft projects, wellness activities and other online resources that will be of interest to your loved one. And hopefully you too! We'll post this to our website and/or social media when it is ready.
- Families will not have to pay for days that the Center is closed.
- We'll be establishing telephone reassurance which means, with your approval, Center staff would like to contact participants by phone. These phone calls will provide a listening ear and an encouraging word for participants and caregivers during this time.
- Jay Burkhardt is the primary contact for families with questions. Jay can be reached at 804-355-5717 ext. 210 or by cell phone: 804-536-2878

Again, we thank you for your patience. This is a hard decision for us to make but we feel it is the right one given the circumstances. If we can help you weather this storm in any way not mentioned above, I hope you'll let us know. We may not be able to help directly but we are fortunate to be a part of a strong nonprofit network that we can refer you to.

Re-opening status will be communicated to you directly via email and posted on our website. Be well.

We thank you for your understanding.

Sincerely,

A handwritten signature in blue ink, appearing to read "Heather Turbyne-Pollard".

Heather Turbyne-Pollard
CEO