



March 12, 2020

Memo to Community Partners:

THE OLDER ADULTS WE CARE FOR ARE OUR TOP PRIORITY.

WE ARE CONCERNED AND PROACTIVE: We are concerned about the spread of the novel coronavirus (COVID-19). The people we serve are typically more vulnerable to the virus and the disease it causes, COVID-19. We are taking action.

OUR FOCUS IS ON INFECTION PREVENTION AND CONTROL:

- We have adopted a “no visitor” policy at our Center. If you are a community partner (university student, volunteer, corporate partner, etc.) we ask that you not visit the Center until further notice.
- We have implemented daily temperature monitoring for both our staff and participants.
- We have daily cleaning processes in place at our Center.
- We have emergency preparedness and infection prevention and control plans in place.
- Our staff is trained in infection control practices and follows established protocols based on that training. We have experience managing illness outbreaks, such as flu, and have a heightened awareness of the possible risk to our residents posed by viral illnesses, such as flu, norovirus, and COVID-19.

WE ARE INFORMED: Because the coronavirus is spreading quickly, our staff is in communication with public health officials in our region to stay abreast of the latest developments about coronavirus. In addition, we are closely monitoring information from the Virginia Department of Health as well as from federal agencies, such as the Centers for Disease Control and Prevention and the World Health Organization.

WE ARE EDUCATING: As we learn more about coronavirus and COVID-19, the disease caused by the virus, we are educating staff, participants, and families. Current protocols we’ve implemented include:

- For staff: teaching them about the symptoms of COVID-19 and monitoring for these symptoms; teaching staff about how the virus spreads and recommended containment actions, including staying home from work if they are symptomatic.
- For families: how to recognize symptoms of COVID-19 and what to do if they suspect that they or a loved one may be infected.
- For everyone: because older adults can be vulnerable to the spread of viral illnesses, including coronavirus, we are asking that everyone who comes in contact with our community members to be particularly vigilant and follow recommended guidance on prevention. Specifically:
  - Washing hands regularly and sufficiently.
  - Cleaning and wiping down frequently touched surfaces.
  - Limiting contact with others (social distancing).
  - Staying at home if they are feeling ill.

WE ARE AVAILABLE: A fast-changing, crisis situation such as this calls for consistent communication. We are committed to providing you with information, updated regularly. In the coming days we will be posting updates on our website. In the meantime, you can contact me at [hpollard@circlecenterva.org](mailto:hpollard@circlecenterva.org) or 804-355-5717 ext. 203 for questions and updates.

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