

Thursday, March 12, 2020

### **HIGH PRIORITY MESSAGE ABOUT COVID-19**

Dear Family Caregivers,

Circle Center is committed to ensuring the health and safety of our participants. As this week has seen an increase in the spread of coronavirus disease 2019 (COVID-19) including confirmed cases in our region, Circle Center is responding in the following ways as we consider frequent monitoring for potential symptoms of respiratory infection for our vulnerable population.

#### **Effective immediately:**

- We are restricting ALL visitors and non-essential volunteers and personnel to our Center.
- All support groups and other external groups that meet at the Center are cancelled.
- Staff and participant temperatures will be taken daily upon entry to the Center.
- If you are dropping off your loved one, we ask that you stay in your car, for convenience, with them so that a staff person can take their temperature before entry. Staff will be on the lookout for your vehicle. If your loved one does not have a fever, please escort them into the lobby to be handed off to Center staff.
- For our participants who use alternate transportation (van/bus/third party) we are requesting drivers also wait at the main doors of our facility and staff will come out to receive participants. Those participants will be escorted inside where their temperature will be taken.
- If any participants have a temperature of 100 and above, we will immediately take measures to isolate them and follow proper CDC/VDH guidelines for COVID-19 risk of exposure. We will also notify caregivers.
- If your loved one does not have a fever but exhibits other signs/symptoms of a respiratory infection, we request you keep them home given that temperatures in the elderly tend to present lower than younger adults.
- Jay Burkhardt is the primary contact for families with questions/updates on COVID-19 and participants. Jay can be reached at 804-355-5717 ext. 210

We continue to carefully monitor the situation and will communicate information as it becomes available but right now we feel compelled to do all we can to protect the older adults we serve where they live and gather. Any additional changes we may make in the future to either our operations or procedures we will be sure to communicate with you via letter, email, our phone message recording and our website.

Rest assured that we are monitoring our local and state public health resources daily to understand COVID-19 activity in our community to help inform our evolving plan of action. If there is a transmission of COVID-19 in our population, we will consult with public health authorities for additional guidance and will communicate our plans and procedures with you accordingly.

Thanks to all of you for your attention and patience at this time. Be well.

Sincerely,

Heather Turbyne-Pollard

CEO