



June 5, 2020

HIGH PRIORITY MESSAGE ABOUT CIRCLE CENTER SERVICES

Dear Caregivers and Participants,

The staff and Board of Circle Center hope this letter finds each of you well. We know this has been a tough time for all of us, personally and economically. While the Center has been without participants since March 19th, we have made increased efforts to stay connected with online programming, an enhanced social media and website presence and reassurance calls to all of you from direct care staff. We've scaled our staffing back and continue to take precautionary steps to keep us financially viable so we are able to resume our on-site program again. Rest assured, our Board and leadership team remain committed to filling our halls with laughter and music and to welcoming back our great participants and care partners. We have missed each of you.

We are also paying close attention to public health officials, Governor Northam and other adult day care centers across the state. Recently, the talk has shifted to reopening and/or the easing of some restrictions. Center leadership is currently planning to reopen our facility with high consideration of the population that we serve. The Virginia Department of Health states that those 65 years of age or older and those with underlying chronic medical conditions, such as heart or lung disease, are at high risk for severe disease from this virus.

Our first priority is to maintain the health and safety of our participants, staff and caregivers. As such we are implementing the following procedures for our first phase of reopening:

- Due to the Governor's restrictions on gatherings and the 6 ft. rule of physical distancing, as well as the limited Center staffing at this time and the risks of the virus to our population, the Center will be restricted to a much smaller number of participants at first. This will allow our staff to best serve all participants, adhere to safety protocols, and help ensure our organizational viability while providing the same enriching, high quality programming we've always prided ourselves on.
- Our first phase of reopening will consist of fewer participants, separated into small groups. The groups will be spaced throughout the building, with all public health precautionary steps taken not to mix groups.
- Additionally, due to limited staffing and enhanced safety protocol as we begin to reopen, we must adjust our hours of operation: Monday – Friday only (no Saturdays) from 8 am – 4 pm.
- All precautionary measures will be maintained, including daily temperature checks of all staff and participants, active cleaning and disinfecting of the facility, and a strict no visitor policy.

- Additional measures will be implemented regarding our enhanced infectious control policies and the requirement of all staff to wear masks while in program areas as well as PPE for appropriate activities as recommended by the Virginia Department of Health and Long Term Nursing Care facility procedures.
- While on site, participants will be required to wear a mask (with the exception of anyone who is unable to remove it without assistance, has difficulty breathing, or has any other undesirable side effect e.g. anxiety/agitation). An assessment will be completed prior to start of service to determine a participant's ability to tolerate wearing a mask and if they have access to one.
- Participants will maintain a distance of at least 6 feet while in the facility. If the participant is not able to maintain physical distancing of 6 feet from others, he/she will be expected to wear a mask. If a participant is unable to maintain physical distancing of 6 feet and is unable to wear a mask they will be discharged from the facility due to public health and safety reasons.
- Participants in the first phase will be required to provide daily documentation for 14 days prior to admission noting the participant's temperature and confirming no COVID-related symptoms.
- If a participant exhibits ANY symptoms of COVID-19 or respiratory illness while on site, they will be isolated. Their next of kin/ responsible party would be contacted and expected to provide/ arrange transportation immediately.

We understand that our new plans around phased reopening will not meet everyone's needs right away. However, it is our first priority to maintain the health and safety of our participants, staff and care partners. As such we are acting with an abundance of caution as we begin to reopen by strictly adhering to all the above procedures. We ask that you think carefully about the above procedures with regard to your loved one and whether or not the first phase of reopening is right for them, recognizing the greater health risks for those over 65 or with underlying medical conditions. It is our sincere hope that after a successful period with the above policies in place, that we can then begin to add additional participants in the future. We'll continue to reassess and add additional participants as appropriate.

After reviewing the above parameters, we'd ask you to please notify us of your interest in returning to the Center. We realize some of you may have made other arrangements during this crisis. We also know some of you may not be comfortable coming back at this time but may consider doing so at a later date. **So that we may plan accordingly, please let us know of your interest to return to the Center by contacting Jay at 804-355-5717 ext. 210 or by cell phone: 804-536-2878. Please call him before June 15, 2020 to state your plans in connection with our reopening.**

Be well. We thank you for your understanding.

Sincerely,

Heather Turbyne-Pollard
CEO