

To our Residents and Family Members,

We know many of you are concerned about the spread of COVID-19, (the new coronavirus) and how it may impact us here at Mt. Washington Care. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we do not have any cases in our center. The Centers for Disease Control and Prevention (CDC) and the Centers for Medicare & Medicaid Services (CMS) have issued guidelines that we are implementing to help reduce the potential for the virus to enter our center. However, we need your help in battling COVID-19. Below, are some examples of how you can help protect the residents, as well as prevent the spread throughout the facility.

**At this time, we request that family and friends do not visit the center.** Out of an abundance of caution, we are limiting all visitors to the facility unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff who need to come into the building.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone calls or emails passed along through a staff member. If you believe a visit to the center is necessary, we request that you contact the facility to discuss whether this visit would be appropriate.

**Please make sure we have your most current, emergency contact information.** We want to make sure we efficiently communicate with you should there be any new developments. If you need to update your contact information, please contact the facility.

Our facility is following the guidelines of the CDC on prevention steps, including following strict handwashing procedures, and in many circumstances, wearing protective equipment when interacting with residents who present symptoms. We will continue to monitor the CDC guidelines and will adhere to any changes they recommend. In addition, our facility is in close contact with the local and state health department and are following their guidance as well.

The Current COVID-19 outbreak situation means that it is critical that we take every precaution possible. We must prevent this virus from entering our facility. Protecting our residents' health and safety is our top priority.

There is a risk that people who appear healthy will enter the facility and still infect residents. *Studies of past viral epidemics where recommended prevention was delayed were not effective.* These studies show that the sooner we limit interactions with each other and frequently practice proper hand washing viruses will spread more slowly. These facts have led to the recommendation of severe limitation of visitors and describes why we have taken this action now.

We hope this explains to you why we are asking for no visitors unless it is absolutely necessary. This may prevent you from physically seeing your family member or friend, however, our residents' health and safety are our top concern. We know it is yours as well. Let's work together and commit to doing everything we can to protect them.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, feel free to contact us at 513-231-4561.

For additional information, please visit the CDC's [coronavirus disease information page](#).