

January 14, 2021



Dear Family Members, Loved Ones, and Team Members,

Our Director Team met today to discuss our COVID-19 reopening plan. While we are excited about reopening our community to visitors and restarting our Activities program, we recognize how important it is to proceed with caution. After careful consideration of recommendations from our Governor, the CDC and Virginia Department of Health, we have developed the following protocol regarding visitation, Activities and Dining:

- Limited visitation will begin Wednesday, January 20.
- Visits will be scheduled every 45 minutes. Visits will last for 30 minutes followed by a 15-minute sanitation process.
- Visits for Assisted Living residents will be scheduled Monday-Friday from 11am-5:45pm
- Visits for Memory Care residents will be scheduled Monday-Friday from 9am-10:30am and from 1pm-4pm.
- Visits must be scheduled at least 24 hours in advance by calling our Concierge at 540-246-0888.
- Visits will be limited to two visitors at a time.
- Visitors must be age 12 or older.
- Visits will take place in designated areas.
- All visitors will be required to pass our screening when entering our community. Please refrain from visiting if you have any of the following symptoms: fever, cough, sore throat, nausea, GI upset, or loss of taste or smell.
- During visitation, visitors and residents will be required to wear masks and abide by the 6-foot social distancing guidelines
- Activities will continue in small groups. Masks and social distancing guidelines will be followed.
- Meals for Assisted Living residents will continue to take place in apartments at this time.

Please keep in mind if our community returns to outbreak status, which is defined as a single confirmed case in a Long-Term Care setting, we will be required to put our restrictions back in place. Please feel free to contact me if you have questions.

Sincerely,

Cristen Hackenbracht
Executive Director