



April 5, 2021

Dear Family Members, Loved Ones, and Team Members,

We have completed our first week of in-apartment visits and it has been such a pleasure to welcome loved ones back into our community. As a reminder, we must continue to follow the recommendations as set forth by the Centers for Disease Control (CDC), Centers for Medicare and Medicaid Services (CMS) and the Virginia Department of Health (VDH).

All visitors and residents are required to adhere to the following protocol when scheduling visits and while visiting our community:

- Visitors entering our community will be screened for signs and symptoms or possible exposure to COVID-19. Hand sanitizer will be available to ensure good hand hygiene.
- Indoor and outdoor visits must be scheduled **24 hours in advance** by calling our Concierge at 540-246-0888.
- Visits are scheduled for one hour, maximum, from 10am-7pm, Monday-Friday and on Saturdays, from 10am-3pm.
- **Visits are limited to two guests at a time.**
- All visitors are expected to **wear a mask** covering the mouth and nose for the duration of the visit.
- Visitors are expected to adhere to the **6-foot social distancing guidelines** during the entirety of the visit.
- **Please refrain from eating together during the visit.**
- Visitors will be escorted to and from resident apartments. Please refrain from visiting in common areas and remain in resident apartments for the duration of the visit.
- Visitors will be unable to participate in dining and activities at this time. For those who prefer, designated visitation spaces will continue to be available.

Visitors are expected to adhere to our COVID policies. We will provide monitoring for those who may have difficulty adhering to the core principles as stated above. A short educational video will be available to those who would like to view it.

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, visitation will be paused, pending recommendations from the Virginia Department of Health.

Sincerely,

Cristen Hackenbracht, ALFA, CDP

Executive Director