



Heritage Woods of Bolingbrook

10/16/2020

Dear Residents, Families, and Employees,

As we continue to learn more about the COVID-19 outbreak and how quickly it can spread, we have taken a number of precautions to keep residents and employees safe. Even with our best efforts, as we are all learning, this virus spreads quickly and is easily transmitted.

Our community has one new COVID-19 diagnosed case of a staff member. We have no other symptomatic residents or employees at the community, nor any other positive result tests. We are following the direction of local and state health officials, as well as CDC guidance.

Our thoughts and prayers are with all of our residents and employees during this pandemic. Because of HIPAA privacy and confidentiality regulations, we cannot release any information that would identify the staff member in this confirmed case. Our top priority is the residents, families, and employees of our community. We have been monitoring the situation very closely with state and local authorities.

We have been and continue to be highly proactive in taking steps to help ensure the health and welfare of all residents and employees and limiting possible exposure to COVID-19 or other viruses. This includes the implementation of enhanced infection control precautions and enhanced staff training. We have also been proactive in monitoring the health of our residents and screening all employees. We have secured personal protective equipment to maintain safety for all of our residents and employees.

Given the risk of COVID-19 to residents of congregate living facilities and to healthcare professionals, we have taken steps over the past months to restrict visitors to our community and have canceled outings, large group activities and large group communal dining. Following the directives of state and local governmental entities, we have secured the front doors to our community at all times. We are restricting entrance to only required healthcare providers. We have taken measures to practice physical distancing at all stages of care at our community.

We are helping residents keep in touch with family members through phone calls, video chats and messages that we have printed for them to view. We will continue to work closely with federal, state, and local officials, and follow their guidance and advice.

As always, we appreciate your patience and understanding during this time. If you have any questions, please do not hesitate to reach out to me.

Sincerely,

Terry Pfeiffer
Administrator

AN AFFORDABLE ASSISTED LIFESTYLE COMMUNITY FOR THE OLDER ADULT

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