



Heritage Woods

of Centralia

*An Affordable Assisted Lifestyle
Community for the Older Adult*

November 14, 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 had eight additional confirmed positive cases of employees. All employees were tested as part of mass testing that was conducted on November 11th. All employees are currently off work at this time. We are currently working with the local health department to conduct mass testing for all of our residents and staff members. We are following the direction of local and state health officials, as well as CDC guidance in regards to testing and quarantine.

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 employees in these confirmed cases. 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 COVID19 to residents of congregate living facilities and to healthcare professionals, we have taken steps over the past few months to restrict visitors to our community and have canceled outings, large group activities and large group communal dining. In addition, we have temporarily cancelled all small group activities as well as small group dining. We are following the directives of state and local governmental entities. 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 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,

Tom Broughton
Administrator

2049 E. McCord • Centralia, IL 62801
Phone: (618) 532-4590 • Fax: (618) 532-4596

