

December 21, 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 (1) recent COVID-19 diagnosed case of an employee, and one (1) recent diagnosed case of a resident. We have every reason to believe that COVID-19 was not acquired at Heritage Woods of Charleston. We currently do not have any other employees or residents who are symptomatic 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 employee or resident 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 had previously canceled outings, large group activities and large group communal dining. We are following the directives of state and local governmental entities. At present, based on directives received from the local Health Department, we have restricted all outings, group activities and communal dining services at this time. 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,
Sydney Robinson