



Heritage Woods
of Charleston

480 W. Polk Ave, Charleston, Illinois 61920 • (217)345-4900 • Fax (217)345-4904

July 16, 2021

Dear Residents and Families,

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 safe. Even with our best efforts, as we are all learning, this virus spreads quickly and is easily transmitted.

Our community now has one confirmed case of COVID-19 of an employee. There are no current resident's positive with Covid-19 at this time. We are following the direction of local and state health officials.

Our thoughts and prayers are with all of our residents and employees at this time. Because of HIPAA privacy and confidentiality regulations, we cannot release any information that would identify the employee in this confirmed case. Our top priority is the residents of our community. We have been monitoring the situation very closely with federal, 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 limiting possible exposure to COVID-19 or other viruses. This includes the implementation of enhanced infection control protocol and enhanced staff training. We are frequently cleaning and disinfecting items that are likely to be touched often, including all community areas, countertops, door handles, telephones and computer keyboards. We have also been proactive in taking resident and staff temperatures every day, and obtaining portable handwashing and hand sanitizing stations that have been set up throughout the community.

We will help residents keep in touch with family members through phone calls, video chats, letters, and email messages. 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, Administrator

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