



Heritage Woods *of Manteno*

*An Affordable Assisted Lifestyle
Community for the Older Adult*

October 15th, 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 recent COVID-19 diagnosed case of an employee. We have no other employees or residents who are currently symptomatic. 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 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 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. 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.

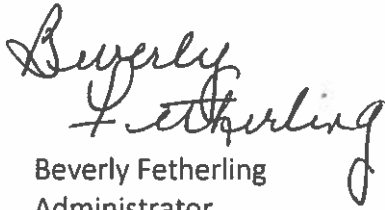
355 Diversatech Drive • Manteno, IL 60950
Phone: (815) 468-3553 • Fax: (815) 468-3888



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 well as next steps pertaining to mass testing of all residents and employees.

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,

A handwritten signature in black ink that reads "Beverly Fetherling". The signature is written in a cursive style with a large initial "B" and a long, sweeping tail on the "g".

Beverly Fetherling
Administrator