

11/3/2020

Dear Residents, Families and Heritage Woods Staff:

As we continue to learn more about the COVID-19 outbreak and how quickly it can spread, we have taken several 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 recent COVID-19 diagnosed case of a staff member. We have no other symptomatic residents or employees at the community nor any other positive test results. We are following the direction of local and state health officials, as well as CDC guidance. We will be conducting COVID-19 testing on all residents and employees. After testing we will be sure to follow up with our overall test results as a community.


Our thoughts and prayers are with all 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 priorities are the residents, families, and employees of our community. We have been monitoring the situation very closely with state and local authorities to ensure we are following all proper protocol and safety measures. With this recent case we will be regressing to phase 1 which will allow for outdoor visits but does not allow for communal dining or large group activities. We are working closely with the local health department who assists with guidance and will continue to keep you updated.

As many of you are probably aware, our region & county has had an increase in positive covid cases. Region 2 (which is the region we are in) will be going into mitigation tier 1 starting tomorrow. This restricts indoor visits. Please reference the IDPH website to continue to track up to date information and to learn more at <https://dph.illinois.gov/regionmetrics?regionID=2>.

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 of all employees. We have secured personal protective equipment to maintain safety for all of our residents and employees. 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,



Ashley Smith
Administrator