



A Senior Care Community

September 15th, 2021

Dear Arbor Terrace Resident/Family member:

I want to make you aware of the recent positive COVID-19 exposure at Arbor Terrace. The individual who tested positive was following all required infection control practices. Our priority is to keep everyone safe and healthy. Please know we are doing everything we can to stop the spread of this virus.

We will be conducting 2 rounds of COVID-19 testing. Assisted Living and Memory Care are on a 14 day quarantine. Once the first round has come back negative we can resume communal dining, however the residents who had high exposure must stay in their rooms for the 14 day period. Independent Living will be allowed to open back up after we get one round of all negative tests. When this occurs we will consider the expansion of our visitation policy and work to allow indoor visits. Currently only compassionate caregivers are allowed in for visiting.

We continue with aggressive proactive infection control measures and screening procedures, which will help us manage this situation as effective as possible. We are working in collaboration with the Minnesota Department of Health to ensure we are taking all appropriate steps. In addition, we are following all recommended guidance from the Centers for Medicare & Medicaid Service and the Centers for Disease Control & Prevention to protect our residents and staff from this virus. We will continue to take every action possible to prevent it from spreading in our setting.

Also, you have noticed the changes in our regular operations as part of our response plan:

- Compassionate caregivers are still allowed to visit. Other indoor visitations are on hold until we know that there are no other positive cases at Arbor Terrace.
- Implementing enhanced infection control measures this includes more cleaning stations, high touch surface cleaned 2x/day, keeping residents in their room or neighborhood as much as possible and encouraging 6 ft. social distancing.
- Monitoring and screening residents that reside in Assisted Living and Memory Care. We are daily screening on these residents for any COVID-19 symptoms.
- Continuing to screen staff prior to beginning work. Staff are not allowed in the building if they are ill. Screening includes questions for symptoms and daily temperatures. Any staff who exhibit symptoms are instructed to return home and to self-quarantine until further instruction from us.

Communication is key, and we will continue to update you on any news, emerging issues, or additional changes in our operations via phone, email, or mail.

We know that you too are making sacrifices. We are committed to ensuring that physical distancing does not mean isolation. We are working hard to have a variety of activities that engage our residents and are doing all we can to facilitate alternative means of communication between you and your loved

one. If you have issues or concerns, please let us know or you can also call the Office of Ombudsman for Long-Term Care at 800-657-3591.

We know that this news may cause you concern or you may have questions about what we are doing to keep everyone safe and healthy. Please do not hesitate to reach out to me at 507-424-5454 or email at rpaddock@samaritanbethany.com.

Sincerely,

Rachael Paddock
Housing Community Leader – Arbor Terrace
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