



October 31<sup>st</sup>, 2020

Dear Resident/Family member:

I want to make you aware that we have an employee that works in Memory Care with a positive case of COVID-19. This employee 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 completing COVID-19 mass testing of all staff and Memory Care resident on November 3<sup>rd</sup>, 2020. Until we know the results of Memory Care tests the residents and staff are to stay within their neighborhoods and enhanced PPE will be used.

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:

- Essential Caregivers are still allowed 2x/week per resident, however we are not opening our building to indoor visitations yet. The indoor visitations are on hold until we know that there are no other positive cases at Arbor Terrace.
- We are not allowing Memory Care residents outside or any outside visits with family at this time. This includes the patios and parking lot. We know this is difficult but it is to ensure the safety of our residents and YOU.
- 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 having staff do 2x/day screening on these residents for any COVID-19 symptoms.
- Continuing to screen staff prior to beginning work and upon leaving. 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](mailto:rpaddock@samaritanbethany.com).

Sincerely,

Rachael Paddock  
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