

CARE ONE

At King James

April 14, 2020

Dear Family, Friends & King James Staff,

We write as a follow up to the various conversations we have been having with residents, families, and our employees concerning our response to the COVID-19 pandemic.

Following all CDC guidelines as they are announced, we have had in place stringent screening measures to mitigate spread of the virus and protect the health and safety of our workforce and residents. We will continue taking proactive steps to reduce the risk of infection. These steps have included encouraging sick employees to stay home, taking twice daily temperatures of residents and staff, restricting visitation, implementing enhanced infection control protocols, increasing the frequency of deep cleaning our facilities, providing employees with proper personal protective equipment, and implementing universal masking procedures. We have been monitoring the vital signs of all our residents twice daily. We are watching closely for any signs or symptoms of change and will, of course, notify you of any change in condition of your loved one. We are also monitoring the health of our staff. Some staff members being asked to stay home.

We are sure you have seen the news report of widespread COVID-19 cases throughout our area putting many of our communities at increased risk. Our local hospital emergency rooms are reporting a surge of patients every day. By order of the Commissioner of Health, all facilities, including ours, must accept as new residents those who are being discharged from the hospital who have tested positive for COVID-19, but have recovered to the point where they no longer need to be hospitalized. Such is the case with two residents who were recently admitted to King James from a local hospital. They recovered from the COVID-19 virus prior to being admitted to our center. We also have a staff member who tested positive, but was away on vacation when the onset of symptoms occurred and has not returned to work since being tested. We are working closely with the residents' attending physicians, our infectious disease experts, and the local and state departments of health to ensure that all residents and staff are safe and receiving appropriate care.

To our families, we understand how difficult it is to be separated from your loved one during these unprecedented times. Although we wish we could ease the visitor restrictions imposed by the government, it is simply not safe to do so. We want to encourage you to schedule time to "Skype" or "FaceTime" with your loved one and we have ample devices to accommodate "virtual visits" at most hours. We will, of course, remain in contact about any specific change in your loved one's condition. We encourage you to stay in touch, so feel free to call me so I can provide you accurate information on your loved one. In the meantime, please know that your loved one is being cared for in the same manner you have come to trust and expect.

To my team, you are doing an outstanding job. Your courage and compassion make us all proud.

If you have additional questions, please reach out to Meagan Yorks, Administrator at 732-291-3400.