



## IMPORTANT INFORMATION REGARDING COVID-19 (CORONAVIRUS)

March 9, 2020

Dear Still Waters family:

At Still Waters, the health and safety of our guests, volunteers, family members, and staff are of the highest importance to us. We work very diligently to avoid the transmission of ANY illness. We follow the advice and guidelines from the Marion County Health Department and the CDC.

The threat presented by COVID-19 (Coronavirus) is significant because of several things: 1) older persons and people with other health issues have been hit harder than younger populations 2) there is no vaccine or medical treatment to prevent it or limit its severity 3) efforts to stop the spread of the virus in the US have not been successful

Here's what steps we are taking to help prevent the spread of the virus at our Centers:

1. Increase the frequency of hand washing by staff and volunteers
2. Increase the use of hand sanitizer for guests
3. Increase monitoring of food handling and serving protocols – we follow Marion County Health Department guidelines
4. Increase frequency of wiping down and sanitizing surfaces such as doors, tables, chairs & activity supplies
5. Extra cleaning of kitchen and beauty salon areas
6. Additional custodial care of bathrooms
7. Train staff to recognize signs of Coronavirus
8. Reduce number of people coming in and out of the Center

Here's what we are asking you to do to help prevent the spread of the virus:

1. Please avoid entering the Center when you drop off or pick up your loved one, if possible.
2. Practice good hygiene at home
3. Get a seasonal FLU vaccine if you haven't already done so (it's not too late!)
4. Monitor yourself and your loved ones for signs of infection: a dry cough, a fever, or breathing difficulties.
5. If you or a loved one exhibits signs of illness that might be Coronavirus, contact your doctor and ask for instructions on how to proceed.
6. Contact us if anyone in your household shows signs of infection or is diagnosed with Coronavirus
7. Keep your loved one at home if they or any household member becomes ill

We are grateful for the opportunity to care for your loved one. This is a rapidly changing situation and we are doing our very best to keep you and your loved one safe. If further measures are called for, including closing, you will be informed as soon as possible.

Please don't hesitate to contact me if you have any questions.

Sincerely,

Kathy Pellman, Director