



March 17, 2020

Care Center Residents and Responsible Parties:

Dunwoody Village is working very hard to ensure your safety and that of your loved one(s) during the current COVID-19 (coronavirus) emergency. We understand that the restrictions put in place are inconvenient; they will be removed as soon as the State Government allow us to do so. Indeed, no one knows exactly how long the restrictions will be necessary to keep in place. In addition to restricting visitation in the Care Center we have also restricted visitation in independent living. Independent living residents are considered visitors to the Care Center and therefore they are not allowed to visit or walk through the Care Center at this time.

Residents in the Care Center have also been restricted from congregate dining and will be served all meals in their room. We have also stopped congregate recreational activities and the beauty/barber shop has stopped service also. The Recreation Department will be making daily room visits.

We don't know how long restrictions will be necessary, so if you decide to take your family member home with you, we will not be able to allow them to return when they/you decide. In fact, it will be when the State Government tells us that it's safe for them to return.

Our Recreation Department is setting up Facetime and Skype and will be reaching out to you to determine your interest in visiting with your loved one(s) using these applications. Of course, phone calls are also an option and staff will be happy to assist you or your loved one with making calls.

We are doing everything we can to ensure that our staff come to work healthy and remain healthy to provide care and service to you or your loved one(s). In addition to temperature and signs and symptoms screening upon entry to the Care Center, disinfecting efforts have been heightened throughout the community; including the frequency of wiping down handrails, surfaces and door handles. If a situation warrants, Dunwoody will ensure that staff use appropriate personal protective equipment; including disposable face masks, gloves and protective gowns. Any employee(s) with a temperature, soar throat and/or cough will be sent home immediately. Moreover, we are re-educating staff regarding proper hand-washing and proper donning and doffing of personal protective equipment.

If you do your loved ones laundry and want to exchange clean laundry for dirty laundry we ask that you call ahead and speak with the charge nurse to let them know when you will be coming so we can have the dirty laundry ready for you to pick-up. Please exchange the laundry in the reception area; as you will not be allowed to enter the Care Center.

Finally, we are in constant communication with our Medical Director, Dr. Tom Lawrence and we receive regular updates from the Center for Disease Control "(CDC)", the Pennsylvania Department of Health, the Hospital Association of Pennsylvania; as well as many other local, State and Federal agencies.

Thank you for trusting us with your care or that of your loved one(s).

Sincerely,

Brandon Jolly  
Director of Health Services