



We ask you not to visit now and are **severely** limiting visitation

Reasons We are Restricting Individuals from Entering our Building (**recent revisions highlighted**)

The current COVID-19 outbreak situation means that it is critical that we take every precaution possible. We must do what we can to prevent this virus from entering Hillcrest. Protecting our residents'/your loved ones' and our employees' health and safety is our top priority.

The CDC has done a careful review of the death rate in the elderly, especially those with chronic diseases. Experts are recommending we take action to limit individuals from entering our building and to ensure sick employees stay home.

Early data shows that

- The mortality rate for people over the age of 80 in the general population is 15% in China.
- The World Health Organization report estimates the mortality rate at 21.9% for those over 80.
- At the nursing home in Washington state, there have been 50 residents who have tested positive for the COVID-19 virus. As of March 9, 2020, 19 of those have died. This is a high death rate.

There is a risk that people who appear healthy will visit nursing homes and infect residents. Studies show that the sooner we limit interactions with each other and wash our hands frequently, virus spreads more slowly.

These facts have led our **NC Governor** to recommend **severe restrictions** on visitors (limited exception such as **active End of Life** situations). This notice describes why we have taken this action now. This situation is evolving and further **recommendations** may be implemented.

We hope this explains to you why we are **requiring** people to **not** visit. This **will** prevent you from physically seeing your family member or friend. Our residents' and employees' health and safety are our top concern. We are committed to doing everything we can to protect them. Call our Admissions staff to sign up for YouCareMail in order to send emails to be hand delivered to your loved one. See our website (hillcrestnc.com) or youcaremail.com for more details about YouCareMail.

Please feel free to contact Hillcrest Durham or Raleigh with any questions at any inquiry form on hillcrestnc.com or call Durham - 919-286-7705 or Raleigh – 919-781-4900. If you are the primary family contact, please make sure we have your latest contact information including your email address. Thank you for supporting these efforts.

Sincerely,

Ted Smith, CEO