



April 8, 2020

Dear family members and friends:

I hope this letter finds you well and brings to you some peace of mind as we endure this pandemic. It has been four weeks since we were first made aware of the potential impact of COVID-19 and we at Hillcrest Raleigh and Durham have been diligently adjusting our course of action to reduce the risk of transmission at our facilities. Together we can fight hard in the battle of COVID-19 so we ask that you do not lose faith or patience. Endurance will be key as we continue to practice social distancing and good hand hygiene, and avoid gatherings.

We want to remind you of the measures that we have taken in our facilities to protect your loved ones, our staff and our community:

- Visitors have been restricted with the exception of end of life comfort, and even then, screening and additional precautions are taken.
- All non-essential personnel and volunteers are restricted from entering.
- All other individuals requiring entry (Employees and contracted service providers) are screened in accordance with state and federal guidelines prior to entering.
- All residents are screened daily for signs and symptoms by licensed staff.
- Employees and contracted service providers have been limited to essential personnel only.
- Your loved ones see us wearing masks and possibly other equipment to prevent germs from spreading and help keep residents safe.
- Communal dining programs have been suspended.
- Activities have been limited to one-to-one and activities that can adhere to social distancing guidance.
- iPad and computer devices have been made available through our activities departments for visual contact and communication with your loved ones.
- Public and patient care areas are disinfected with approved EPA disinfectants.
- Additional personal protective equipment (PPE) has been ordered through contracted vendors.
  - The facility is also working with the local Healthcare Coalition to secure additional resources provided from local and state reserves.
- Leadership is working closely with local, state and federal agencies for the most up-to-date health advisory information and guidance.
- Secure and private conference line has been established to allow all family members to participate in care conferences (admission, discharge planning, and routine).

We recognize the emotional toll that this pandemic is taking on you and your loved ones. The physical and mental health of our residents is of the utmost importance to us. This is why we have taken proactive and comprehensive measures to ensure your loved ones have access to a healthcare provider during this time.

- Telehealth services are available if needed.
- On call physician service 24/7.
- Skype or FaceTime video call service available.

**What we need from you:**

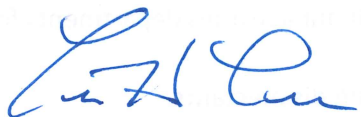
Your support, prayers and words of encouragement have given us and the staff at Hillcrest the strength to press on. We ask that you follow our company website, [www.hillcrestnc.com](http://www.hillcrestnc.com), to make yourself aware of updates and routine information. Social distancing gives us an opportunity to connect in ways that may have been overlooked.

- Write a postcard and/or letter to your loved ones frequently.
- Write a postcard to our staff (Housekeeping, Dietary, Therapy, and Nursing). Our heroes would love to hear from you!
- Contact our admissions departments to sign up for You Care Mail, email that prints immediately in our facilities for nearly instant delivery of your words and photos.
- Take advantage of the SKYPE/FaceTime video calls through our activities departments.

Continue to practice social distancing and properly wash your hands often. Continue not to travel or gather in groups of any size. Only go out for essentials: food, gas, and medicine, and to work only if you are an essential employee too. Protect yourself and others so that our hospitals are not overwhelmed and will be able to provide all the services your family members and loved ones need.

It is important to remember that we North Carolinians are strong people; our spirit is unbridled. COVID-19 will not last forever but the bonds that we are making will. If you have any additional questions or concerns please feel free to reach out to us.

Stay safe,



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