



1417 W. Pettigrew St. • Durham, NC 27705
919.286.7705 • 919.286.3772 fax • www.hillcrestnc.com

April 17, 2020

To Our Employees:

We know you are concerned about the spread of COVID-19 and how it may impact us here at Hillcrest. We share that concern. Ensuring our staff and residents are in a safe and healthy environment is our first priority. **We will tell you if a resident tests positive for COVID-19.** Per guidance from federal, state and local government, we are maintaining the precautions by continuing to:

1. Restrict all visitors, volunteers and non-essential health care personnel from visiting the facility, with the exception of allowing in family members in end-of-life situations (Even then, screening will occur and entry is denied if necessary).
2. Actively screening all health care personnel to rule out entry of those with respiratory symptoms including actively checking temperatures for a fever at the beginning of each shift. Anyone with these symptoms will not be permitted to enter the facility at any time.

We need your help to keep COVID-19 out of your work space:

1. **Sick employees should stay home.** As we always have, we request that you stay home if you have symptoms of respiratory illness. Those symptoms include: cough, fever, sore throat, runny nose, and shortness of breath.
2. **Keep mask on and exit right away if you develop symptoms at work.** Then call your supervisor.
3. **Practice proper hand washing hygiene.** All employees should clean their hands before and after interaction with residents and more often with an alcohol-based hand sanitizer with > 60% alcohol, or wash their hands with soap & water for at least 20 seconds as you have been instructed. Soap and water should be used preferentially if hands are visibly dirty. Remember: Every day is Hillcrest Clean Hands Day!
4. **Always wear your mask we have issued you such that it covers your mouth and nose.** This is source protection for your safety, as well as the safety of other staff and our residents.
5. **Routinely clean all frequently touched surfaces in the workplace,** such as workstations, countertops, and doorknobs. Use the cleaning agents or surface wipes that are usually used in these areas and follow the directions on the label.
6. **Limit your exposure when you are not at work.** Only go out for essentials: food, gas, and medicine when you are not at work.
7. **Please do not work in any other nursing home or assisted living; see your supervisor for extra shifts at Hillcrest if you wish.**

Hillcrest is following the recommendations of the CDC on using basic contact precautions to prevent the spread of COVID-19 such as wearing masks universally. We also are staying up-to-date with the CDC recommendations as they continue to change. For example, we may soon issue face shields (as supplies become available) to residents for you to place on any resident while you are providing care, as an additional layer of protection. In addition, our facility is in close contact with the local and state health department and are following their guidance.

Should you have any questions, please feel free to contact me or Cynthia Fayer at 919-286-7705. For additional information, please visit the CDC's website, <https://www.cdc.gov/coronavirus/2019-ncov/> Thank you for your commitment and dedication to our residents, your coworkers, and Hillcrest.

Sincerely,

Ted Smith, CEO