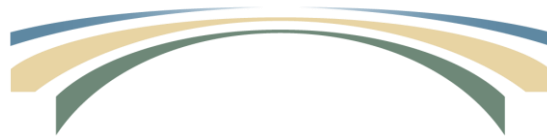


BRANCHLANDS



Update - March 16, 2020

To Our Residents and Their Families and Friends:

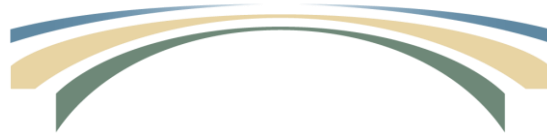
I want to take a moment to update you on the things we are doing at Branchlands to continue to provide residents a safe and healthy environment. As this is being written, according to local government representatives, one case of the new Corona Virus has been reported in Albemarle County. When additional information such as this becomes available to us and recommendations are made, preventative measures may be fine-tuned and additional ones will be considered. For now:

- Access to the Manor House, Sargent House and Holtrust House by persons outside our community has been restricted.
 - Vendors and delivery persons are being asked not to enter any part of the premises without express permission and screening
 - Visits by family members, friends and non-essential personnel are being restricted
 - Staff are being screened before working
 - Subject to screening and compliance with certain conditions, entry will be permitted on a case by case basis by the Chief Operating officer for essential caregivers such as private duty nurses and hospice, and will be considered for compassionate care situations
 - Activities both outside and inside Branchlands have been put on hold
- Meals will be delivered to residents' apartments. Dining room service will be discontinued after breakfast on Tuesday, March 17th.
- Housekeeping staff have been instructed to follow handwashing and cleaning protocols (in particular, doorknobs and door handles) to limit exposure of others, and themselves, to communicable diseases.

We need your help in battling COVID-19. Below are some steps **YOU** can take to help protect everyone in our community and yourselves.

Do not visit. We understand that connecting with loved ones is incredibly important but ask that you consider a variety of other ways you might consider communicating with them. Alternatives include telephone, FaceTime (for iPhones), Skype, email, text, video chat or social media. If it is necessary to visit a resident outside of working hours, please go directly to his or her apartment AFTER using the provided hand sanitizer and completing the Visitor Screening and Sign-In Log at each public entry. Do not socialize with others or go elsewhere at Branchlands.

BRANCHLANDS



Help prevent spread of infection by proper hand washing as well as exercising coughing and sneezing etiquette. We offer hand washing in the Manor House and alcohol-based hand sanitizer stations throughout the community which you are asked to use. Avoid kissing, and shaking hands with anyone or exchanging hugs and please attempt to maintain a 6-foot distance from others when you can. Take a minute to watch this [video](#) of proper hand-hygiene.

Please make sure we have your most current emergency contact information. We want to make sure we efficiently communicate with you should there be any COVID-19 developments potentially affecting Branchlands. We will be communicating with families using VoiceFriend technology. Please provide Karsyn in the front office updated contact information.

We are staying up to date with CDC recommendations and advisories as they change. In addition, our community is in close contact with local and state health departments and we follow their guidance.

Should you have any questions, please feel free to contact us at: 434-973-9044.

For additional information, please visit the CDC's corona virus disease information [page](#).

We will let you know if any residents or staff are diagnosed with COVID-19.

Sincerely,

A handwritten signature in black ink, appearing to read 'James Stovall', with a long horizontal flourish extending to the right.

James "Scoot" Stovall
Executive Director