

# LINDEN HOUSE

ASSISTED LIVING AT BRANCHLANDS



March 12, 2020

To Our Residents and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Linden House.

Ensuring residents are cared for in a safe and healthy environment is our first priority. Accordingly, we have:

- stepped up our infection control and prevention protocols, including handwashing and cleaning rounds,
- increased education and awareness of disease transmission principles, and
- placed orders for increased supplies of personal protective equipment (PPE), and
- implemented a variety of measures recommended by the Centers for Disease Control and Prevention (CDC) to help reduce the potential for the virus to enter or spread within our building.

However, we need your help in battling COVID-19. Below are some examples of how you can help protect everyone in our community.

**Out of an abundance of caution, we ask you to avoid visiting unless absolutely necessary.** We are posting signs on our entryway doors to notify visitors of this policy and screening staff and others who need to come into the building. We understand that connecting with your loved ones is incredibly important but ask that you consider a variety of other ways you might consider communicating with them such as telephone, Facetime, email, text, video chat or social media.

**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 Linden House. We will be communicating to families using VoiceFriend technology. Please provide the front desk any updated contact information.

**Help prevent spread of infection by proper hand washing as well as exercising coughing and sneezing etiquette.** We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Avoid shaking hands with anyone or exchanging hugs and please attempt to maintain a 3 foot distance from others when you can.

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**If you are experiencing a cough, fever, sore throat, runny nose, or shortness of breath, please let a staff member know immediately.**

**Activity Program Changes:** Community activity outings and onsite activities provided by Charlottesville community members have been put on hold to avoid potential exposure to the virus. Please contact the front desk for assistance with errands or the Activities Department for suggestions on other leisure ideas. A revised calendar will be provided and circulated.

Our staff is following applicable recommendations of the CDC on prevention measures, including strict handwashing procedures and wearing gowns and gloves when interacting with residents who present with symptoms. We also 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 our center at: 434-973-0311.

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

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

Sincerely,

Kristin Lovett  
Executive Director