

July 1, 2020

Dear Residents and Family Members:

As each day passes, we hear of the increasing number of cases of the coronavirus, COVID-19, being detected all over the world. Unfortunately, we learned today that a staff member of Westminster Canterbury of Lynchburg has been diagnosed with COVID-19. It is not certain, but believed that the staff member contracted the COVID-19 virus away from our campus. The staff member worked on our 3rd floor of the Drinkard Healthcare Building. Their last day of work was June 23, and they have confirmed that they were wearing PPE while at work. Westminster Canterbury is working closely with public health officials, who are partnering with our healthcare team. We are in the process of identifying anyone who may have had contact with this individual and taking action where necessary.

Starting at the beginning of February, a Coronavirus Task Force comprised of staff from various departments, including an RN Infection Preventionist, met to review existing policies and procedures related to infectious diseases and to plan for other concerns. Our infection control policies and procedures guide us as we work to prevent the spread of infection and control it as necessary.

- On March 6th, staff members began tracking the travel plans of residents, employees and their families in order to monitor those returning from travel and those planning to travel to affected areas.
- On March 14th, Westminster Canterbury restricted visitors from the Healthcare and Assisted Living areas of campus. On March 19th, the entire campus was closed to visitors, including Independent Living areas. Everyone who enters our campus, including all staff members, are evaluated with a series of questions and temperature screenings.
- Our staff continue to be screened daily, and have been wearing masks since the first week of April and utilizing appropriate PPE to help protect our residents and their coworkers.
- As mentioned in a communication last week, we are working with the Department of Health and the Virginia National Guard to test all healthcare, assisted living and memory support residents on July 7. All staff will be tested as well. We will share results of the testing.

Although Westminster Canterbury had robust infection control policies already in place due to the threat from seasonal influenza, we have updated them as necessary to specifically address potential exposure to the Coronavirus. We anticipate additional changes may occur now that an employee has been confirmed positive for COVID-19. We will continue our screening of Health Center residents each shift, two times per day.

Our staff members have been trained on these policies and have implemented them throughout our community. Staff members are monitoring changing conditions, including the presence of respiratory illness in our community, daily on each shift. The healthcare team also participates in regular calls with our governmental and healthcare partners to understand the latest updates and current information related to this issue.

While we have taken these steps to prepare our staff and community, we need your help to minimize our residents' and community's exposure to this virus. **The State of Virginia has taken a "Safer at Home" stance. Healthcare areas will remain closed to visitors at this time, per CMS guidelines, as well as the Assisted Living and Independent Living areas of our campus.**

We urge everyone to continue to observe appropriate infection control practices:

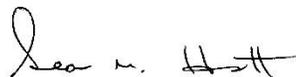
- Wash your hands;
- Cover your cough and sneezes;
- Maintain an appropriate social distance of at least six (6) feet;
- Wear masks when in public areas;
- If you are ill or feeling under the weather, please let us know immediately. Also, please stay in your apartment/room and do not visit with others.

We understand that it is difficult not to visit your loved ones. If you need assistance visiting with a loved one by phone, FaceTime, Skype, etc., let a staff member know and we will work to assist you.

Protecting your health and well-being, and that of our employees, remain our highest priority. We appreciate your help and understanding during this unprecedented time. Though we know this virus will continue to present a challenge for months to come, our collective day-to-day efforts will allow us the best chance to make it safely through this time. Please stay safe, and please let us know if there is further service and support we can provide.

Please contact Liz Kail, V.P. of Health Services, at (434) 386-3833 or via email: lkail@wclynchburg.org, with any questions.

Sincerely,



Sean M. Huyett
President & CEO