

May 8, 2020

To our Riverview Residents, Family and Friends:

We at Riverview Health & Rehab Center – Jefferson (“Riverview Jefferson”) strive to provide high-quality personal and compassionate care to all of our residents. As you may know, certain residents of Riverview Jefferson had previously been diagnosed with COVID-19. To address the needs of these residents, Riverview Jefferson decided to operate a designated COVID-19 unit. This allows the residents impacted by this virus to be in isolation where they can receive dedicated care. As of today, we are currently treating zero residents with confirmed cases in our designated unit, however, 11 staff members are off of work for confirmed cases of COVID-19.

Riverview Jefferson has taken, and will continue, precautions to prevent the spread of COVID-19, including requiring all residents to generally remain in their rooms. Our staff members have been trained on our policies and have implemented them throughout our facility. Our staff is reviewing changing conditions, including the presence of elevated temperatures and respiratory illness in our community daily. We will continue to take efforts to mitigate the spread of COVID-19 by following guidance from the CDC.

While we have taken these steps to prepare our staff and facility, we need your help to minimize the facility’s exposure to this virus. Please 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;
- Do not shake hands or otherwise have physical contact with others;
- If you are ill or feeling under the weather, please let us know immediately. Also, please stay in your room and do not visit with others;

We understand that it is difficult not to be able to have visits with your loved ones. If you need assistance visiting with a loved one by phone, FaceTime, Skype, etc., let staff know and we will work to assist you. Protecting your health and wellbeing, and that of our staff, remain our highest priority. We appreciate your help and understanding during this unprecedented time and situation.

Going forward, we will provide general updates via our website with information related to COVID-19. You can locate our website at: www.riverview-health.net. If you do not have internet access, let us know, and we can make alternative arrangements. Please know, however, that you will be contacted personally pursuant to other rules, policies or regulations if necessary under the circumstances.

Sincerely,

RIVERVIEW HEALTH & REHAB CENTER