



3/9/2020

Dear Family Members and Care givers,

Re. Coronavirus

Please know that we are concerned and taking steps to aid in preventing the spread of the Coronavirus. This notice is intended to share with you what we are doing.

We have implemented additional enhancements to our normal sanitizing practices.

We are aware that many of our Clients are at a higher risk for contracting the "normal" influenza virus, which could be deadly. As a result, **to protect clients we regularly sanitize all common surfaces, including tables, chairs, door handles and railings with a disinfectant, multiple times a day.** Additionally, all our staff is required to take the flu vaccine and all clients are encouraged to do so, as well.

Hand washing and avoiding bringing hands to the face, are recommended prevention practices.

We are aware that some of our clients are not able to effectively wash their hands, therefore we regularly provide them with an alcohol-based hand sanitizer, prior to each meal and snack. Hand sanitizer is also used whenever a client is noted to cough or sneeze or hands become soiled. Hand washing for 20 seconds is initiated first after toileting and for those that have difficulty, it is followed with hand sanitizer.

If a client is noted coughing, sneezing, has a fever or any signs of infection, they are separated from the group and placed in another area. Additionally, if they are coughing or sneezing, they are provided a face mask. The client's family is alerted, and we ask that the client be kept home, until the symptoms have resolved. This is all standard practice.

In the first week of February, the state of Maryland sent out the attached information related to the Coronavirus, that reinforced how infections are spread and how they can be prevented. All our Staff received the training. We have increased our wiping down of doors, rails, tables and chairs, as a result.

We ask that if your loved one has cold/ flu like symptoms that you keep them home to protect others who are attending. We hope this information will reassure you that we are committed to continuing to provide a safe, secure and comfortable environment for your loved one.

Also, Metro Access has informed us that they are cleaning their vehicles daily to aid in preventing the Coronavirus.

Sincerely,

Eleanor Bonner, MS RN
Executive Director