

4/6/2020

Dear Family Member/Responsible Party,

I would like to take this opportunity to discuss the current measures we have in place to prevent the spread of COVID-19 to our facility. I would first like to state that as of the writing of this letter CMH has no confirmed cases of COVID-19 among our residents or staff.

Staff continue to be screened, including a temperature check, and given a facemask prior to entering the building. As you probably know, Visitor restrictions have been in place as well. Our only exception for resident visits would be in a case where a resident is at their end of life. We are offering virtual visits via WebEx allowing you to communicate face to face over a laptop with your family member and have received excellent feedback. You may schedule a virtual visit by contacting Barbi Baccus, Activity Coordinator or Amy Bump, Social Worker between the hours of 8am-4pm.

We are doing our best to maintain enough personal protective equipment to safely care for our residents in conjunction with our suppliers and the county Office of Emergency Services. There have been many generous members of our community helping out by donating items like face masks. It is such a great feeling knowing we have the support of the community. If you would like to donate items like facemasks, hand sanitizer, personal protective equipment, or adult briefs, feel free to stop at our Urgent Care Entrance for drop off.

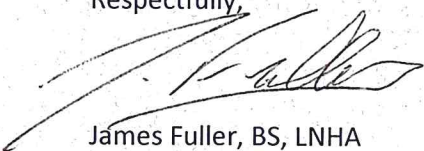
Administrative staff at CMH is in constant contact with NYS DOH among other government agencies to stay up to date and provide guidance to staff. Our goal is to keep your vulnerable loved one as safe as possible during these trying times.

Please continue to follow social distancing guidelines, wash your hands frequently, follow your government official's recommendations and we will all get through this together.

For up to date information on COVID-19 go to <https://coronavirus.health.ny.gov/home>

If you would like to submit a question to the NYS Department of Health there are a couple of sites you may access via the web including icp@health.ny.gov and covidnursinghomeinfo@health.ny.gov.

Respectfully,



James Fuller, BS, LNHA