



March 14, 2020

To Family Members and Friends:

As promised, we are keeping you updated as new guidance is given regarding Coronavirus (COVID-19). Thankfully we do **NOT** have any active cases of COVID-19 in our facility. The Center for Medicare and Medicaid Services (CMS) issued a new guidance from the Centers for Disease Control and Prevention (CDC) and we are in a state of National Emergency.

Currently, visitor restrictions remain in place for **all** visitors, volunteers and non-essential health care personal. Exceptions may be made for certain compassionate care situations such as end-of-life. These exceptions will be handled on a case by case basis. The facility will remain locked as well. If you believe a visit to the facility is necessary, we request that you contact Alicia Wilson, 217-465-5376 or 217-549-4736 prior to your arrival. Outings, that are not an emergent need, also remain restricted.

In accordance with CMS recommendations and the National State of Emergency, we will be cancelling all *group* activities and *communal* dining. Rest assured dining services and life enrichment will continue for your loved one. We understand this is of great concern with the current visitor restrictions. We encourage you to continue connecting with your loved one through telephone (even outside their window), emails, texts, ecards, video chat or social media.

We know this is a difficult time for our Residents, our families and our staff. We **THANK YOU** for understanding and your continued support of our restrictions. You are a vital part of keeping our Residents and staff safe!

You will be notified if any residents or staff are diagnosed with COVID-19. Weekly updates will also continue our facility website and Facebook page. Should you have any questions, please feel free to contact our facility at 217-465-5376.

For additional information about CMS please visit their website at www.cms.gov. For additional information, please visit the CDC's coronavirus disease information page.

At Your Service,

Alicia Wilson, Administrator