



Dear Resident:

As you may have heard in the news, President Trump has declared a national emergency as a result of the COVID-19. This development triggers heightened infection control practices and protocols as recommended by the Centers for Disease Control (CDC). Please know that maintaining your health, wellness, and safety is our number one priority.

Effective immediately: WVN has already restricted visitation on our campus as required by the Centers for Medicare & Medicaid Services (CMS). Based on federal guidance, no visitors are permitted into our community except for certain compassionate care situations such as an end-of-life situation. In addition, we are closing our dining rooms to eliminate communal dining. We are also cancelling all group activities.

Please know that the news about the spread of this new disease is concerning for us all. We understand that communication with your loved ones is incredibly important and encourage you to communicate with them in other ways such as telephone, video chat, e-mail, or social media.

In addition to restricting visitation to prevent the illness on our campus, we are also focused on infection control best practices with our staff and residents. Staff have been trained on the symptoms of the Coronavirus (COVID-19), CDC recommended infection prevention techniques, and have clear protocols for staff to stay home and not come to work if they are ill or symptomatic. Remember that you are a key partner in keeping yourself and others healthy – wash your hands often; avoid touching your eyes, nose and mouth; and/or notify staff if you feel sick.

We continue to monitor information and guidance from the Indiana State Department of Health and the CDC and are working with state and local public health and emergency preparedness officials to prevent the illness and strengthen our preparation for and response to outbreak.

We apologize in advance for any inconvenience this may cause, but we are keeping your safety as our number one priority. Communication is key, and we will continue to update you on any news, emerging issues, or changes in our regular operations. In the meantime, please do not hesitate to contact me at any time with questions or concerns you may have.

Sincerely,

*Shelley Rauch*

Executive Director