



March 23, 2020

Dear Residents, Families and Friends,

Virginia Health Services continues to reassure all within our individual communities and our service region that all appropriate and recommended measures are being taken in an effort to protect our residents and our staff while providing the quality care that you expect from us.

As the community spread of novel coronavirus or COVID 19 develops, these efforts become a critical part of minimizing any exposure. We hope that we can help all of our families by providing as much information as possible regarding measures taken and the importance of these measures.

On an ongoing basis, we utilize an infection prevention team to manage these processes and train for all best practices and procedures. Well in advance of the first cases in Virginia being confirmed, VHS established a dedicated committee encompassing all areas of clinical, nursing, pharmacy, dietary, home care, administrative and facilities management. Our medical director is leading this group to monitor all areas for preparedness and to ensure a coordinated response to any issues as they arise.

We will continue to publish and distribute as much information as possible in regards to events, updates and the care of our community. This is occurring on the VHS website, and on our Facebook pages, where helpful links, as well as the latest information on community measures to keep all informed of precautions and guidance will be made available. You may always contact the individual facility for individual health updates or questions or to help maintain communication with your loved one. Please look for information regarding an option to video conference with your family members later this week.

We very much appreciate your patience and understanding while we keep all updated with the most current information available.

Thank you for your continued support and partnership with Virginia Health Services ensuring the health and safety of all involved.

Respectfully,

Virginia Health Services

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