



April 2, 2020

Dear Residents, Families and Friends,

This certainly continues to be a time of extremely heightened concern for all of us at Virginia Health Services. Please know that as a company, and within each individual community or area of service, we are working diligently to follow all appropriate and recommended measures in an effort to protect our residents and staff while continuing a high quality of care.

With the continued community spread of novel coronavirus or COVID-19, the efforts at preventing and mitigating any exposure remain at the forefront. Our goals are the same as your goals. We want to continue to provide the best possible care, ensure the safest environment and maintain the best possible health outcomes for everyone in our communities.

The work of our team focused on infection prevention continues on an hourly basis. Every potential step that we can take is being actively pursued. Staff is monitored at every shift to ensure no symptoms of virus are present. Residents are monitored regularly with the same goal. Our dedicated staff is working constantly to manage this great effort. It is our purpose and is more important today than ever.

Please check our messages on vahs.com and on our individual community Facebook pages for updates and current information. We have also rolled out part of our video conferencing options and continue to improve the means by which you can communicate. Please remember that you may also contact your individual community directly for individual health updates or communication with loved ones.

As always, we truly appreciate your patience and understanding as we work with you on this effort.

Thank you for your continued support. Be safe in your daily interactions.

Respectfully,

Virginia Health Services