



November 20, 2020

Dear Residents, Families, and Friends:

Over the past week there were additional new COVID positive Residents and Employees at our Northampton facility, one new COVID positive Resident at our Coliseum facility and one new COVID positive Employee at our Walter Reed facility. There were no new positive cases of COVID in any of our other facilities.

Many of our families and Residents are thinking about Thanksgiving and how to visit safely during the holidays. **The safest way to visit is at the facility** through our visitation process. The number of cases in Virginia continue to rise, with no immediate change in sight. With that said, **we are strongly discouraging Residents from traveling outside of the facility grounds.** Residents leaving the building for non-medical purposes will require a 14 day quarantine upon return. In an effort to keep the Residents safe and ensure family interactions are preserved, we are happy to arrange visits at the facility.

As a reminder, visitation requires an appointment. The scheduling link is located on the homepage of our website, www.vahs.com, on the top center of the homepage. You can also call the facility at the numbers listed below to schedule an appointment.

We are unable to allow visitation at Northampton, Coliseum and Walter Reed due to the recent COVID cases. The visitation status for all other facilities remains the same. Our continued investments in additional employees and technology for visitation continues to result in the safest option for visitation.

Facility	Outdoor Visitation	Indoor Visitation	Compassionate Care Visitation	Phone Number for Scheduling
Coliseum	No	No	Yes	757-827-8953
James River	Yes	Yes	Yes	757-595-2273
Lancashire	Yes	Yes	Yes	804-435-1684
Newport & Huntington	Yes	Yes	Yes	757-595-3733
Northampton	No	No	Yes	757-826-4922
Walter Reed	No	No	Yes	804-693-6503
York & Hamilton	Yes	Yes	Yes	757-898-1491

I realize this is an extremely difficult time to have additional rules and restrictions. Please note the CDC and Virginia Department of Health support even more stringent policies. We believe what we have put in place will allow for a balance of family visits and safety for everyone in our communities.

Thank you!

Sincerely,

Mark F. Klyczek, FACHE
President & CEO