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www.MountCarmelAssistedLiving.com

March 24, 2020

RE: UPDATE TO VISITATION RESTRICTIONS

To Our Residents' Family Members:

We Hope that this letter finds you all well. We miss seeing everyone here. We wanted to update everyone on the status of the visitor restrictions currently in place.

As many of you know Governor Kemp Monday night directed all elderly in the state and especially those living in long-term care facilities to shelter in place for at least another 2 weeks. Based on the information we are getting from the CDC and the Department of Public Health we anticipate that it could be even longer than 2 weeks. Many metro Atlanta school districts (including Henry County) have shut down all public schools until April 13, 2020.

Therefore, after great consideration we have decided to extend our visitor restrictions to at least April 13, 2020. This period might be extended. This is an ever-changing situation and we are constantly reevaluating the situation. Please be patient as we navigate this unprecedented crisis. We feel that these steps are necessary because our residents are **THE MOST** vulnerable to this disease. We must make every effort to protect our residents and we feel that continuing to shelter in place is the best measure to maintain a healthy and safe environment for everyone at Mt. Carmel. At this time, we do not have any cases of COVID-19 in our facility, we do not have anyone who is symptomatic and we have not had any exposures to our knowledge. We will notify each of you if this changes.

We are no longer allowing daycare participants to enter the building and we haven't since Friday March 13, 2020. We are still allowing residents who are receiving Hospice and Home Health Services receive those services at this time. **We are asking that anyone dropping off or picking up laundry to call when they arrive in the parking lot and someone will meet them to make the exchange of clothing.**

Please notify your other family and friends who might come visit your loved ones of these changes.

We understand that connecting with your loved one is incredibly important. You may call to speak to your loved one at any time or speak with our staff about their status. The direct line to speak to your loved one is **770-946-3376 or 770-946-4081**. We can schedule a FaceTime "date" or schedule a time to meet at the window if you would like as well. If you would like to schedule

a FaceTime “date” let Stephanie Vansaghi know and that can be arranged. If you believe a visit to the facility is absolutely necessary, we request that you contact Stephanie Vansaghi or N.R. Coury (administrators) to discuss.

Again please make sure we have your most current, emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to Stephanie Vansaghi at 678-491-9996 (cell) or mtcarmelassistedliving@gmail.com with your updated contact information.

If you are experiencing a cough, fever, sore throat, runny nose, shortness of breath and/or have tested positive for COVID-19 and have visited Mt. Carmel recently please notify management immediately.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact our facility at:

Phone: 770-897-2273 or 678-491-9996

Email: mtcarmelassistedliving@gmail.com

FAX: 770-946-8214

Sincerely,

N.R. Coury
Stephanie Vansaghi
Administrators