



To Our Residents and Their Families:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Caraday Skilled Nursing Centers. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we don't have any cases in our centers. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

At this time, we request that family and friends do not visit our centers. Out of an abundance of caution, we are limiting all visitors to our centers unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into one of our buildings. If you believe a visit to the center is necessary, please contact the building administrator in advance.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat, or social media. Caraday will help facilitate those communications smart devices in our communities and guides to facilitate virtual communications and social connectedness.

Please also make sure we have your most current, emergency contact information. We want to efficiently communicate with you should there be any new developments. Please reach out to your local center with your updated contact information.

Residents and patients, please help prevent the spread of infection by exercising proper [hand washing hygiene](#) as well as [coughing and sneezing etiquette](#). We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. **If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a staff member know immediately.**

Our centers are following the recommendations of the CDC on prevention steps, including following strict handwashing procedures and, in many circumstances, wearing gowns and gloves when interacting with residents who present symptoms. We also are staying up to date with the CDC recommendations as they may continue to change. In addition, our centers are in close contact with the local and state health departments, and we are following their guidance.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact your local center or Caraday's home office at 512-641-8805 or contact@caradayhealth.com.

For additional information, please visit the CDC's coronavirus disease [information page](#).

Sincerely,
The Caraday Management & Care Team