

Important Visitor, Family and Patient Notices and Updates Regarding COVID-19

Dear patients and members of the Encore family,

Your health and the health of our staff is our highest priority. Due to the nature of our business, many of our patients are at higher risk for complications from Coronavirus or COVID-19. Out of an abundance of caution and concern for your health, we are providing the following update.

VISITATION RESTRICTIONS

Northwoods Lodge

Under the direction of the President of the United States, the Centers for Disease Control and Prevention and the Centers for Medicare and Medicaid Services, **Northwoods Lodge** has implemented the following policies:

1. Restricting all visitors, volunteers and non-essential health care personnel except for certain compassionate care situations, such as end-of-life situations.
2. We will approve visits for end-of-life situations on a case-by-case basis

How to communicate with your loved one at Northwoods Lodge:

If your loved one does not have a personal cell phone, Northwoods Lodge patient rooms have a phone in the room and you can call 360-698-3930 and we can provide you the direct number to your loved one's room.

Clearbrook Inn and The Ridge

Under the direction of the Governor and the Washington Department of Health the following visitor restrictions are in place at **Clearbrook Inn and The Ridge**:

1. Restricting all visitors, volunteers and non-essential health care personnel except for end-of-life situations.
2. We will approve visits for end-of-life situations on a case-by-case basis

How to communicate with your loved one at Clearbrook Inn and The Ridge:

Clearbrook Inn- If you loved one does not have a personal phone in their room please contact the facility at 360-692-1228 and we will help you arrange a phone call and/or virtual visit.

The Ridge- If you loved one does not have a personal phone in their room please contact the facility at 360-697-4488 and we will help you arrange a phone call and/or virtual visit.

Country Meadows

We have closed the “Barn” our community club house to all residents and visitors. If you want to visit with one of our residents in their cottage please contact them directly. If you have any questions please contact 360-692-4480.

What can you do now to protect yourself and your family?

1. **Wash hands often**
2. **Cover coughs and sneezes with an elbow or tissue**
3. **Avoid close contact with people who are sick**
4. **Clean and disinfect frequently used objects and surfaces**
5. **Stay home when sick and avoid close contact with others**
6. **Practice social distancing if you have to go out in public**

Respiratory Symptoms:

1. Cough
2. Shortness of breath
3. A fever at this time is defined as a temperature of 100.4 or greater.
4. Use an accurate thermometer if you feel feverish or sick and write your temperature down.
5. If you are exhibiting any respiratory symptoms or have an ACTIVE FEVER, PLEASE – DO NOT COME INTO OUR FACILITIES FOR ANY REASON BEFORE FIRST SPEAKING WITH A STAFF MEMBER OR PROVIDER OVER THE PHONE. Thank you!

What we are doing at our locations to help prevent the spread of Coronavirus:

1. Daily screening of patients for COVID-19 symptoms or signs of fever or respiratory symptoms including temperature checks.
2. Immediately isolating patients who have any signs of COVID-19 symptoms or signs of fever or respiratory symptoms
3. Screening of all Encore staff for COVID-19 symptoms or signs of fever or respiratory symptoms prior to entry including temperature checks
4. Frequent sanitation of common areas with approved disinfectants.
5. Elimination of all group activities and communal dining
6. Daily review and updates (if necessary) of the current standard of care protocols issued by CMS, Residential Care Services, CDC and Washington State DOH.
7. Facilitate COVID 19 testing when ordered by a patient’s physician.

We, your care providers at Encore, have carefully reviewed all available literature including published articles, World Health Organization (WHO) guidelines, Centers of Disease Control (CDC) statements, and Washington Health Department Information regarding Coronavirus (COVID-19). We are committed to your wellbeing and to continuing to provide exceptional Post-Acute Care.

Sincerely,

Encore Communities