



March 9, 2020

Dear Residents and Family Members,

We appreciate being able to serve you and your family at Clearwater Healthcare Center. The staff at Clearwater HCC takes this responsibility very seriously. We all know that the world and our nation is dealing with preventing the spread of Coronavirus (COVID-19). The Centers for Disease Control (CDC) in connection with Centers for Medicare and Medicaid Services (CMS) are providing all U.S. healthcare facilities including Clearwater HCC guidance on how to prevent the spread of respiratory illness such as COVID-19. Many of these procedures are infection prevention procedures the facility already uses to prevent the spread of infection and other procedures are additional procedures that have recently been introduced.

One of these measures is to discourage visitors to the facility at this time. We would like to ask for your patience and support in reducing the spread of germs and protect the health of our residents, staff, as well as your health, by limiting visits to the facility.

If you need to enter into the facility to make a visit to a family member, you will be asked a few screening questions such as:

1. Have you traveled recently to a high-risk area?
2. Have you or anyone in your family had a fever within the past 14 days?
 - a. If yes, we ask that you not visit today and not return until you are symptom free for 72 hours.
3. Have you or anyone in your family had respiratory symptoms (i.e. coughing, etc.) in the past 14 days?
 - a. If yes, we ask that you not visit today and not return until you are symptom free for 72 hours.

As you limit your visits to the facility, we will provide phones and video conferencing media to be able to ensure there is good communication between residents and families.

We plan to continue to provide updates to you, but if you have any questions please email us or call us directly on our cell phone.

Sincerely,

A handwritten signature in black ink that appears to read "Ronald Reyes".

Ronald Reyes
Administrator
209 957 4539
rreyes@linkshealth.com

A handwritten signature in black ink that appears to read "Emerlindo Sambo".

Emerlindo Sambo, RN
DON
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