March 11, 2020

To All Residents and Family Members:

As you know, Coronavirus Disease (COVID-19) poses a health threat to our entire population, especially to the elderly and those with underlying conditions such as heart disease, lung disease and diabetes. Many residents, who are entrusted to our care, fall into this “higher risk” category.

Our main priority is to protect the health and safety of our residents. To this end, we are constantly reviewing the latest recommendations from our local and state health departments, Trinity Health, the Centers for Disease Control and Prevention (CDC) and the Centers for Medicare and Medicaid Services (CMS), in order to provide the safest possible environment for our residents, families and staff.

Based on the latest available information, one important way to enhance resident health and safety is to reduce their exposure to potential disease carriers. The less people our residents come into contact with, the less likely they will be to contract COVID-19 or other infectious diseases.

For this reason, effective immediately, we are restricting visitors to our facility. For the immediate future, ONLY visits from family members and clergy that meet the following criteria will be permitted:

- Visits to a critically, acutely, or terminally ill patient
- Visits in which a family caregiver has an established pattern of providing resident care

Following the recommended screening guidelines established by CMS, all visitors WILL be screened before entering our facility. No visitors will be permitted if they show signs of respiratory infection (fever, cough or sore throat), have been in contact with someone with or under investigation for the COVID-19, or have traveled outside of the country within the last 14 days to any restricted countries.

We will continue to monitor COVID-19 developments at the local and national level to ensure that we have the most effective precautions in place. We are committed to keeping our residents and families apprised of any new developments regarding visitation.
We know that family visits are important, and we hope to ease visitation restrictions as soon as it is safe to do so. In the meantime, we welcome your comments and input, as well as any suggestions you may have for how we can enhance our care and services. Thank you for your patience and understanding.

The only entrance to our campus will be the Manor building where receptionists are available from 8:00 AM until 8:00 PM.

If you have any additional questions, please contact Tiffany Stevens, Regional Director of Quality and Risk at 734-929-6854.

Sincerely,

[Signature]

Craig R. Courts
President and VP of Ann Arbor Region
1200 Earhart Road
Ann Arbor, MI 48105