



To: All Residents and Team Members
From: Kyle Hreben, Executive Director
Date: March 14, 2020
Subject: Community Update – Clear of COVID-19 from February’s Low Risk Exposure

Memorandum

Our entire community has endured much throughout the past seven days, as we’ve continued to implement best practices and government agency recommendations to provide the greatest proactive defense against COVID-19. As we’ve made these decisions, we’ve been addressing two things – responding to the Maryland Department of Health’s (MDH) mandatory screenings for those residents and team members who participated in the February 28 event on campus and protecting our community against another potential COVID-19 exposure from anyone new visiting our campus.

As of yesterday, March 13, at 6 p.m., we completed the symptom screenings required by the MDH, and I am pleased to report that The Village at Rockville continues to remain free of COVID-19 symptoms, and we had no positive tests for COVID-19. The isolation and self-quarantined protocols put in place for those impacted by the MDH screenings were lifted yesterday.

As we move our focus toward continuing to protect our community from a COVID-19 exposure, our modified visitation hours of essential visits only will remain in effect in the Health Center (assisted living and skilled nursing neighborhoods) until further notice. We’re hoping that this will only continue for a couple of weeks, but due to the dynamic and fluid changes that we’re seeing with the virus in the greater community, we will continue to follow the guidance of the State of Maryland and the Centers for Medicare and Medicaid Services. Symptom screenings continue for essential visitors and team members as they enter the Health Center.

Many of our families have already taken advantage of the virtual visits available during this time. This is best way to continue to connect with your loved one; this visit can be scheduled by emailing virtualvisit@thevillageatrockville.org. Although our full ConnectedLiving programming has been postponed through March 31, we do still continue to hold activities in small group gatherings for their social engagement.

Our team members are extraordinary, and they truly have a great affection toward caring for your loved ones. We’ve seen that more than ever in the past week. When you’re in our community, you may see an acronym we frequently use, We CARE. This tumultuous time is proof that it is so much more than an acronym. Our team members have work tremendously hard to create smiles, attend to details, respect everyone and embody excellence. I truly believe without their commitment, we may not have received the welcomed news we did today. Thank you for the confidence you’ve placed in us before and even more so now as we endure these coming days as we partner to keep everyone healthy.

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We continue to promote tips to prevent the spread of any illness:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- **Stay home when you are sick.**
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Practice social distancing.

We are grateful for the many emails and phone calls that we've received in appreciation for the steps that we are taking to protect our community. We continue to ask for your patience as we continue to monitor the COVID-19 situation out of careful consideration for the well-being and safety of our community.