



April 27, 2022

To Our Residents and Family Members:

We want to provide you with an update on the situation at **Claiborne & Hughes** regarding the novel coronavirus or COVID-19, including the number of confirmed cases, if any, as well as efforts we are undertaking. The safety and well-being of our residents remains our top priority. We continue to stay vigilant in order to limit the spread of COVID-19 within our facility.

Since May 8, 2020 (when the federal government issued reporting requirements), and despite our maximum efforts to combat the coronavirus from the beginning of the pandemic, the facility identified the first case on September 10, 2020.

As of **April 27, 2022**:

- the Facility has a total of **0** resident and **0** staff members with COVID-19.
- the Facility has recovered a total of **108** cases with residents and **80** cases with staff members.
- It has been **29** days since a resident or staff member has tested positive.

Claiborne & Hughes is staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps under current circumstances. When a resident's test result is positive, we notify residents and their representative(s) of their condition and implement protocols for their care and treatment.

We also follow guidance from the Centers for Disease Control and Prevention (CDC), the Center for Medicare and Medicaid Services (CMS), Local and State Department of Health, including return to work criteria for staff who test positive and other measures related to Covid-19 such as:

- Enhancing infection control measures
- Screening residents, staff, and essential visitors for symptoms
- Restricting visitation and entry of people into the building
- Testing staff and residents for COVID-19 based on current protocols and Department of Health recommendations
- Postponing communal activities
- Maintaining social distancing guidelines
- Adhering to infection control core principles
- Cohorting residents appropriately per CDC guidelines
- Utilizing required PPE while caring for residents with confirmed Covid-19 infection or

Persons Under Investigation (PUI)

- Cleaning and disinfecting of frequently touched surfaces routinely and as needed
- Offering, educating and vaccinating staff and new residents with the available Covid-19 vaccine.

Due to government privacy requirements, we cannot divulge specific information about the individuals with confirmed or suspected COVID-19, unless they are your family member, and you have the appropriate permissions to receive such information.

We will contact you directly if your loved one is suspected or diagnosed with COVID-19. In addition, this letter may also serve as notification that it may be necessary to transfer your loved one to another room so the facility can appropriately cohort residents with Covid-19 and mitigate the spread of infection.

We also understand that connecting with family is incredibly important to our residents. Please review our facility visitation policy to schedule a visit with your loved one.

Effective June 10, 2021, scheduled visitations by appointment will be held daily between the hours of 10:30 A.M. – 11:30 A.M and 1:30 P.M. – 4:00 P.M., allowing 2 people for thirty-minute time slots each visit.

Please contact the facility at 615-791-1103 to schedule an in-person visit, virtual visit or phone call.

We continuously need your support in battling COVID-19. Please visit the CDC website (www.cdc.gov/coronavirus) to learn how you can help prevent the spread in our community, since continued spread in the larger community increases the chance the virus will work its way back into our building.

It remains to be a difficult time for all and will continue to provide you with updates. Please know that we are adhering to guidelines from the local and state health departments, which continue to evolve and progress along with the pandemic.

In addition, the Tennessee Department of Health has visited and surveyed the facility with a focus on our Infection Control policies and Covid-19 management plans. These unannounced visits from the department of health resulted in no deficient practices.

We know that you may have questions and we encourage you to contact our center. Please call us at **615-791-1103** or visit our website <http://www.claiborneandhughes.com> regularly for the most recent updates on Covid-19.

Sincerely,

Frances Idoye, Administrator

Mary Renfroe, Director of Nursing