



April 7, 2020

To Our Residents and Family Members:

We want to inform you that we have received information that an individual who is no longer a patient at The Laurels of Bon Air has been diagnosed with COVID-19. Resident safety is our top priority. We are doing everything we can to ensure we stop the spread of COVID-19 within our Facility, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps. We are not permitting visitors per the direction of the local health department, as well as CMS and CDC.

We encourage you to call our center at 804-521-9980 at any time for updates on the status of your loved one. We understand that you are concerned about your loved one, but it is crucial that we continue to restrict visitation to reduce the spread of this virus. We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or other social media formats.

We will contact you if your loved one is suspected or diagnosed with COVID-19.

We need your help in battling COVID-19. Please visit the [Centers for Disease Control and Prevention \(CDC\) website](https://www.cdc.gov) to learn how you can help prevent the spread in our community.

We know this is a difficult time for everyone. We will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the local and state health department.

We know that you may have questions and we encourage you to contact our Facility. Additionally, please contact the Facility, and provide an email address for future communication. We can be contacted at 804-521-9980.

Sincerely,

Ryan Koeniger

Administrator

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