

## Touchstone Mental Health

To Our Residents and Family Members:

We know some of you may be concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at Touchstone. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. We need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

We request that you **do not** visit our program if you have any symptoms of respiratory illness. Those symptoms include cough, fever, sore throat, runny nose, and/or shortness of breath. We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text, or through Skype, Facetime or Facebook.

Our program is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in many circumstances, wearing gowns and gloves when interacting with residents who are sick. In addition, our program is in close contact with the local and state health department and are following their guidance. We are posting signs on our entryway doors to notify visitors of the symptoms of COVID-19 and request that you not enter the building if you are experiencing these symptoms.

Residents are asked to inform staff immediately if they are experiencing the following symptoms: cough, fever, sore throat, runny nose, and/or shortness of breath. Staff will encourage those with symptoms to rest and spend time in their rooms as to reduce the risk of spreading a virus to others. Meal and medication accommodations will be made to ensure needs are met.

Staff are working diligently to sanitize common areas of the building. Please help the effort by washing your hands frequently throughout the day and cover your cough and sneeze. If you do not have a tissue available for use, it is acceptable to cough or sneeze into your elbow.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact our agency at (612) 874-6409.

For additional information, please visit the CDC's coronavirus disease information page.

Sincerely,

Ellie Skelton  
Executive Director