

4/15/2020

To Our Residents and Family Members,

We want to inform you that we have received confirmation that an individual at **Arbors of Hop Brook** 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 **community** 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.

We learned today, (April 15<sup>th</sup>) that an individual at our community has tested positive and diagnosed with COVID-19. The individual is from residential living and was initially hospitalized for a separate health matter and remains at the hospital.

We have contacted any persons who came in contact with the resident to let them know about possible exposure.

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 join our group calls, which will be held at the following days and times:

#### LIVE Q & A TELECONFERENCE

1 (800) 434-5932 US Toll Free  
8328 076 # Passcode

Thursday, April 16<sup>th</sup> 11 am

Thursday, April 16<sup>th</sup> 3 pm

Friday, April 17<sup>th</sup> 11 am

I continue to be impressed with how residents and employees are meeting new challenges. Residents have exhibited patience, support, encouragement, and appreciation despite the inconveniences and impacts to your daily routines. Employees have exhibited courage, positivity, compassion and show creative ways to create joy and peace of mind for residents and fellow caregivers.

Sincerely,  
Chante Drasdis, MHA, NHA, CASP  
Executive Director