



Promoting healthy independence

4150 Kalamazoo Ave SE
Grand Rapids, MI 49508
616-913-2006 • 800-610-6299
TTY 711 • Fax: 616-913-2005
careresources.org

March 16, 2020

Dear Participants, Family Members and Partners:

COVID-19, the New Coronavirus strain which has the potential to cause respiratory symptoms in individuals with a weakened immune system, the elderly, and the participants with diabetes, heart, lung, or kidney issues, now has many confirmed cases in Michigan. As of writing this letter we do not have any known cases of COVID-19 with Care Resources participants or staff. We will continue reviewing all the information coming in from local, state and national resources to create a plan to protect our participants and staff from COVID-19.

With growing concerns about the potential spread of coronavirus, we want to err on the side of caution. We will be temporarily closing the center to respect and maintain social distancing, as advised by the CDC. We apologize for any inconvenience, but our commitment to our participants, staff and guests' health and safety is our top priority.

While the center is closed we will be in frequent contact with participants and caregivers.

If you need immediate assistance or have questions please call (616) 913-2006.

As of this moment, the best ways to protect at risk seniors who do not have any respiratory symptoms and those with underlying conditions that lower the immune system or taking medications that lower the immune system is to practice the following:

To prepare yourself here are the recommended guidelines:

Proper hand hygiene and bodily fluid containment by using standard precautions:

- Discontinue handshaking.
- Wash hands often, especially before and after food preparation and using the restroom.

- Refrain from touching your face and cover your cough and sneezes with a tissue or the crook of your arm if need be.
- Clean surfaces like computers, desks, doorknobs, tables, and handrails several times a day.

Social distancing:

- Keep a distance of at least 6 feet away from others.
- Avoid large groups of 50 or more.
- Increase exposure to air by opening windows or using air conditioning.
- Visitors to the Care Resources will not be allowed until further notice.
- All Vendors that need to come in will receive a health screen prior to entering the building.

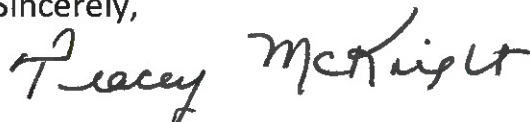
We will be conducting 100% screening for respiratory symptoms and fever to help identify any early cases of COVID-19. Anyone who enters the building or before staff visits a participant they will be screened.

Screening Questions:

- Do you have symptoms of respiratory infection? Cough, fever (>100F), shortness of breath, sore throat, or body aches?
- Have you traveled in the last 14 days to a high risk area (domestic or international) or on a cruise, or been in contact with someone who has?
- Have you come into contact in the last 14 days with someone who has been diagnosed with Coronavirus, or has had a respiratory illness?
- Current temperature will be taken at the door before entering.

We are committed to the health and safety of participants, staff and all of their families. Please stay in touch with Care Resources team members so we can continue to serve you.

Sincerely,



Tracey McKnight
Chief Executive Officer
Care Resources