



March 24th, 2020

Dear Residents and family members,

We are all healthy and doing well at MHRC. We would like to try to assist families in seeing their loved ones; therefore, if you would like to schedule a time for families to come to our back patio doors, please call us at 828-689-7900. This will be a visit through the dining room doors with an open window to ensure we continue to keep the virus out of our community and maintain 6 feet of social distancing. The hours are reduced to not interfere with our dining hours.

Visiting hours for the above are: 9:00 am to 11:00 am

1:00 pm to 4:00 pm

Our activities department is working hard to make sure all our residents are getting socialization. Activities staff are going to each resident individually to chat or sing. This is working out well and our residents are pleased to continue having activities even though they are limited at this point.

Please know we continue to have these restrictions in place for the health and wellbeing of our residents and our staff who care for them. Our residents are free to leave their apartments and walk throughout the building while maintaining social distancing and hand washing hygiene.

Please note we are still strictly enforcing the below guidelines that are recommended through NCDHHS until further notice.

- **No Visitation**, except for medically necessary personnel and the above restrictions. Other exceptions will include end of life situations or other emergent situations that the facility would deem as necessary. Family may drop off resident supplies in the front foyer. Please call ahead and a staff member will assist you in delivery. 828-689-7900
- **ALL** staff and medical personnel will be screened upon entrance.
- Salon services will be suspended until further notice.

- All outside outings will be suspended until further notice.
- Medical transportation is still being offered, however, we are rescheduling any appointments that are not urgent. For any questions concerning medical appointments or rescheduling please call Crystal Hensley at 828-689-7978.
- The dining room continues to be closed until further notice. All meals are being delivered to resident apartments. At this time, dietary will not be limiting menu selections. Residents will need to continue filling out a daily menu as normal. Menus will be delivered at the lunch meal to be filled out for the next day.

Thank you for your patience and understanding in this sensitive matter. We strive to keep our community illness free and our residents are our primary concern.

Sincerely,

Rick Pridgen
Administrator