



**TO:** Residents and Family Members

**FROM:** Rosalie Bernard  
Executive Director, Terence Cardinal Cooke Health Care Center

**DATE:** October 21, 2021

**RE:** Let's keep our community safe, together.

---

**ArchCare at TCC** is concerned for the ongoing welfare, safety, and health of our residents. The Centers for Disease Control and Prevention (CDC) is monitoring the outbreak of a new virus, COVID-19. The people most likely to become severely ill from COVID-19 are older adults and those with underlying medical conditions.

This letter is to alert you that on **October 20, 2021** we learned that one of our care members developed COVID-19 consistent with what is happening in the community across New York City. We are actively monitoring our residents for signs and symptoms of COVID-19 and are working with our local and state health departments.

All of our staff members continue to follow the CDC's recommendations to reduce the risk of spreading COVID-19. To minimize the risk of our residents becoming sick with COVID-19, we have suspended all visits to Terence Cardinal Cooke. This decision is being made in accordance with recommendations from the Centers for Medicare & Medicaid Services (CMS).

We understand that connecting with family members is important. Other ways to connect include telephone, email, text, or through Skype. For the most up-to-date information on this topic, please visit the CDC website at <http://www.cdc.gov/covid19>

A dedicated email address at [info@archcare.org](mailto:info@archcare.org) with a live team trained to specifically answer your questions. **Our goal is to communicate information as soon as it becomes available.** We will also be posting frequent updates on our website and, of course, we welcome all questions.

**CC:** Hugo Pizarro *Senior Vice President, Chief Experience Officer*  
Walid Michelen *SVP Clinical Planning & Innovation, Chief Medical Officer*