



TO: Our Community of Family Members and Residents

FROM: Scott LaRue 
President and CEO

DATE: March 11, 2020

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

I assure you with the greatest confidence that ArchCare's number one goal is the safety of those we serve and our Care Members (employees). Very recently CMS (Centers for Medicare and Medicaid Services) issued a document entitled "CMS Restricted Visitation Guidance," providing a robust process for restricting visitors within nursing homes. Until we can develop a more detailed outline of visitor guidelines, **ArchCare has made a precautionary decision to not allow visitation into the facility effective Thursday, March 12, 2020 at 7AM until further notice. The situation will be re-assessed in the near future as we have more information available from New York State, Department of Health and CMS.**

Special accommodations will be made for hospice patients and other patients at end of life. Other special circumstances may be approved by the Administrator per facility. In the short-term, we will make every concerted effort to provide frequent updates. Tablets will be made available for residents to easily allow for Skype, Facetime and / or virtual conversations on a frequent basis. **Our goal is to communicate information as soon as it becomes available.**

The following resources are in place to best answer any questions that you may have today and in the upcoming weeks. 1. A dedicated resource line with a live team trained specifically to answer your questions. Call our dedicated COVID-19 hotline: 877-239-1998. Available Monday – Friday, 8:00AM – 8:00PM. 2. A dedicated email address at info@archcare.org with a live team trained to specifically answer your questions. 3. A dedicated resource center has been made available online at archcare.org/coronavirus. The situation is evolving rapidly. We anticipate to post frequent updates online as they become available. Thank for your continued dedication to ArchCare and for the privilege of serving your loved one each day.

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