



TO: Residents and Family Members

FROM: Mary Beth Francis
Administrator/Executive Director, ArchCare at Carmel Richmond

DATE: October 18, 2021

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

ArchCare at Carmel Richmond 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 18, 2021** we learned that one or more of our residents developed COVID-19. We are actively monitoring our residents for signs and symptoms of COVID-19 and are working with our local and state health departments.

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 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*