

CORONA VIRUS UPDATE

To Our Residents and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Crystal Care Center of Mansfield. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we **DO NOT** have any cases in our facility. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential spread of the virus entering our building. However, we need your help in battling COVID-19. Below are some examples of how you can help to protect your loved ones, as well as prevent the spread throughout the community.

As a precaution, based on the Ohio Department of Health recommendations and guidelines, we are requesting that family and friends voluntarily limit or postpone visits unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. 100 & 200 Hall phone # 419-747-6158 or 300 Hall phone # 419-747-1168.

Please make sure we have your most current, emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to **social services office** with your updated contact information.

We are emphasizing to our residents and their families, to please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual.

If you are experiencing a cough, fever, sore throat, and/or shortness of breath, please let a staff member know immediately. Please do not freely roam throughout facility, please limit your visit to your loved ones room specifically.

Again, we are following the recommendations of the CDC on prevention steps, including following strict handwashing procedures when interacting with residents who present symptoms. We also are staying up to date with the CDC recommendations as they may continue to change. Additionally, our facility is in close contact with our local and state health departments, and we are following their guidance. **We reserve the right to change or modify our protocols as new directives or regulations mandate.**

UPDATE: As of Wednesday March 11th, 2020, Ohio Governor Mike DeWine has mandated that Nursing Homes across the state allow only 1 visitor per resident per day. Resident's can no longer receive multiple visitors on the same day or at the same time until further notice.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact our center at: **1159 Wyandotte Ave. Mansfield, Ohio 44906**
Phone: 419-747-2666.

For additional information, please visit the CDC's coronavirus disease [CDC.GOV](https://www.cdc.gov).

Sincerely,

Anthony L. Wheaton
Administrator
Crystal Care Center

Natalie Barr
Director of Nursing
Crystal Care Center

Susan Smith
Owner
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March 12, 2020