



Lutheran Retirement Services, Inc.

*"A Name You Have  
Trusted for Decades"*

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March 12, 2020

Dear Family Member/Responsible Party:

As you may have heard in the news, the Coronavirus (COVID-19) has been confirmed in our area by the Ohio Department of Health (ODH). We do not have any cases of COVID-19 at our community, but this development triggers heightened infection control practices and protocols as recommended by the Centers for Disease Control (CDC). Please know that maintaining the health, wellness and safety of your loved one is our number one priority.

Effective immediately, all Shepherd of the Valley facilities will restrict visitation on our campuses as recommended by the CDC. For the health and safety of our residents, we ask that you please do not visit our campus at this time. If it is an extreme situation it should be discussed with the administrator at the facility in advance of your visit. Based on federal guidance, no visitor will be permitted into our community who meets any of the following criteria:

- Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
- In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.
- International travel within the last 14 days to countries with sustained community transmission. For updated information on affected countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- Resides in a community where community-based spread of COVID-19 is occurring.

Please know that the news about the spread of this new disease is concerning for us all. We understand that communication with your loved ones is incredibly important and encourage you to communicate with them in other ways such as the telephone, video chat, e-mail, or social media.

In addition to restricting visitation to prevent the illness on our campus, we are also focused on infection control best practices with our staff and residents. Staff have been trained on the symptoms of the Coronavirus (COVID-19), CDC recommended infection prevention techniques, and have clear protocols for staff to stay home and not come to work if they are ill or symptomatic.

We continue to monitor information and guidance from the ODH and the CDC and are working with state and local public health and emergency preparedness officials to prevent the illness and strengthen our preparation for a possible outbreak. We apologize in advance for any inconvenience this may cause, but believe it is in the best interest of residents.

We will continue to keep you informed. Please also visit [www.shepherdofthevalley.com](http://www.shepherdofthevalley.com) for regular updates and do not hesitate to contact me with any questions or concerns you may have.

Sincerely,

Richard J. Limongi, LNHA  
Chief Executive Officer