

March 18, 2020

Dear Residents and Families:

For the past week, the Centers for Disease Control and Prevention (CDC) implemented increased guidelines for minimizing the potential exposure to Coronavirus (COVID-19) for our population. The newest measures establish the agency's most aggressive recommendations with respect to safety in the face of the spread of COVID-19. We will fully abide by these new guidelines. These include:

- Restricting all visitors, effective immediately, with limited exceptions
- Restricted outside travel unless medically necessary, i.e., doctor's appointment or medication
- Restricting all volunteers, vendors and nonessential personnel
- Cancelling all internal and external group activities and group dining
- Implementing active screening of residents and health care personnel for international travel during the past 14 days, fever and respiratory symptoms

The safety and well-being of our residents, patients and employees is our priority. For precautions in therapy, we are limiting the number of people in our therapy gyms. The gyms are closed for a period of time - each hour and daily - to allow for additional cleaning and sanitizing. It is also important that we help you stay informed about your loved one and have a way to connect with them.

Additional communication will include:

- **Status updates:** The assigned nurse will communicate directly with you if there is any change in the condition of your loved one.
- **Care plan meetings:** These are available via phone and scheduled by a member of our team.
- **Phone or video appointments:** In addition to making phone calls to your loved one, now you also have the option to conduct a video call using platforms like FaceTime and Zoom. One of our teammates will help you reserve a phone or video conference time, help you with instructions on the technology needed for the call, assist your family member in making the call and answer any questions you may have.
 - To speak with a member of our Brooks team who will assist in scheduling and setup, simply call **(904) 990-6186** between the hours of 7 a.m. and 9 p.m., or send an email to the following address: ConnectWithBrooks@Brooksrehab.org anytime. Morning through early evening appointment times are available.
 - If your loved one already had the ability to make or receive phone or video calls, there is no change to the process. The above is for families who are not able to call on their own.

Information and resources about COVID-19 is available on the CDC website: [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus) and the Florida Department of Health website: [floridahealthcovid19.gov](https://www.floridahealthcovid19.gov).

We understand this is a difficult time for everyone, and please be assured all these measures are in the best interest of our patients, residents and our employees with safety as our number one priority. We hope that this information is helpful.

Sincerely,

Doug Baer, CEO
Michael Spiegel, President and COO

Andy Andre, Administrator, University Crossing
Maria Interiano, Administrator, Bartram Campus