

April 8, 2020

Dear Residents and Families:

We are committed to keeping you updated regarding how Brooks Rehabilitation continues to navigate the coronavirus (COVID-19) pandemic. The safety and well-being of our residents, patients and employees is our priority, and we are following guidance from the Centers for Disease Control and Prevention (CDC) and the Florida Department of Health.

Across the state, emergency medical technicians are visiting nursing homes to ensure facilities are managing the COVID-19 situation properly and following the state and federal directions for preventing its spread. Also, the Centers for Medicare & Medicaid Services (CMS) recently issued new guidance stating that residents and patients should cover their mouth and nose when staff are in their room. To respond to this guidance, Brooks Rehabilitation is now providing all residents and patients with cloth masks. These cloth masks offer the CDC recommended protection for individual residents in their homes and communities, such as in Bartram Crossing, University Crossing, and Bartram Lakes and The Green House Residences. The staff are required to wear surgical/procedure face masks.

We continue to screen and monitor everyone in the facility for COVID-19 symptoms every day, which includes staff, residents and patients. Daily temperature checks are taken for anyone who enters the building and for all residents and patients. In addition, all Brooks' staff are receiving additional infection prevention training which includes safeguards for anyone who shows signs of COVID-19. To date, we have had no patient, resident or employee test positive for the virus.

**We know it is difficult not being able to visit with your loved one so we are offering communication opportunities:**

- **Phone or video appointments:** You have the option to conduct a virtual video visit with your loved one using either FaceTime or 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. If your loved one already had the ability to make or receive phone or video calls, there is no change to the process. The virtual visit option is for families who are not able to call on their own.
- 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](mailto:ConnectWithBrooks@Brooksrehab.org)** anytime. Morning through early evening appointment times are available.
- The assigned nurse will communicate directly with you for any change in the condition of your loved one.
- Care plan meetings are available via phone and scheduled by a member of our team.

Information and resources about COVID-19 are 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 hope you find this update helpful.

Sincerely,

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