



3-31-2020

To Our Residents and Family Members:

We want to inform you that we have received confirmation that an individual at Windsor Health and Rehabilitation Center has tested positive for COVID-19 (Coronavirus). Please be assured that Resident safety is our top priority. The resident's family was informed by phone immediately after receiving the test results.

From the first onset of symptoms, the resident was placed on isolation precautions. Staff were given Personal Protective Equipment (masks, gowns, gloves, shoe covers, etc.) for every encounter with the resident. The resident was tested as soon as symptoms developed and precautions and isolation were used continuously throughout this time and contact with staff was minimized to the resident's needs. Also this resident's contact with other residents was completely restricted. Very aggressive cleaning and sanitizing procedures have also been in place.

We are doing everything we can to ensure we stop the spread of COVID-19 within our facility, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps. We are not permitting visitors per the direction of the local health department.

We understand that you are concerned about your loved one, but it is crucial that we continue to restrict visitation to reduce the spread of this virus. We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or other social media formats. You are welcome to call us at 860-688-7211 if you need to receive an update on the status of your loved one.

Windsor Health and Rehabilitation Center have an extensive COVID-19 response plan in place and has been very closely adhering to all of the policies and procedures in the plan. The safety and health of our residents and staff are of the utmost importance. Our time and attention are devoted to providing high quality care for our residents in a stable and calm environment and comprehensive preparation and response to COVID-19.

We will contact you if your loved one is suspected or diagnosed with COVID-19.