



December 1, 2020

Dear Residents and Family Members:

A resident of Westminster Canterbury of Lynchburg, who resides on the 4th floor of the Drinkard Healthcare Center, has been diagnosed with COVID-19. The resident was identified through our most recent round of testing for residents on Monday, November 30 and is being assessed at the hospital. Our infection control team is working with Virginia Department of Health officials to determine who may have come in contact with the resident.

Per protocol, team members that worked in direct contact with this resident will quarantine at home as a precaution. It is believed this resident's exposure to the virus occurred through contact with a privately hired care assistant who tested positive for the COVID-19 virus. We require testing for the virus by all off-campus agencies that provide this type of care support to residents.

All residents and staff members of the Drinkard 4th floor neighborhood were tested for the coronavirus on Monday, November 30 and are being monitored at this time. We performed our 22nd round of testing for employees today, December 1. Drinkard Healthcare and 6th floor Hearthside residents will be re-tested later this week.

All visitation for residents in healthcare, assisted living and memory support remains suspended until further notice. Visitation for a resident who is under hospice end of life care is permitted.

Once COVID-19 was suspected for the resident, Westminster Canterbury took additional steps, including requiring all residents of the 4th floor Appalachian neighborhood to remain in their rooms. All residents' needs will be addressed by team members.

Cottage, apartment and Hearthside, 3rd and 4th floors, residents will experience little disruption to their regular routine. Our team members are ready to serve your daily needs.

Westminster Canterbury organized its Coronavirus Task Force (CTF) in early February. This interdisciplinary group, comprised of staff members from all departments and an RN Infection Preventionist, reviewed existing policies and procedures related to infectious diseases. These policies were updated as necessary to specifically address potential

exposure to the Coronavirus. Our policies and procedures guide us as we continue working to prevent the spread of infection and control it as necessary.

Our staff members have been trained on these policies and have implemented them throughout our community. Our team is monitoring changing conditions, including the presence of respiratory illness in our community daily on each shift. Members of our CTF participate regularly in calls with our governmental and healthcare partners to understand the latest updates and current information related to this issue.

On March 6th, staff began tracking the travel plans of residents, staff and their families in order to monitor those returning from travel and those planning to travel to affected areas.

- On March 14th, Westminster Canterbury restricted visitors from the Healthcare and Assisted Living areas of campus.
- On March 19th, the entire campus was closed to visitors, including Independent Living areas.
- Temperature screening for all team members began March 14 and is conducted at the start of every shift in all departments.

EVERYONE IS ASKED TO CONTINUE APPROPRIATE INFECTION CONTROL PRACTICES:

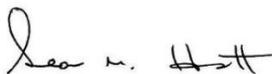
- Wash your hands frequently;
- Maintain an appropriate social distance of at least six (6) feet;
- Wear a facemask when in public areas of the WC campus and the greater Lynchburg community.

For the most current information on the Coronavirus Pandemic, visit the website for The Centers for Disease Control www.cdc.gov/COVID19. The Virginia Department of Health offers resources on the web at www.vdh.virginia.gov.

Please contact Lori Sweeney, vice president for health services, at (434) 386-3572 with any questions.

Protecting your health and wellbeing, and that of our staff members, remains our highest priority. We appreciate your help and understanding during this unprecedented time and situation.

Sincerely,



Sean Huyett
President and CEO