



March 13, 2020

Dear Family Member,

As you are aware through our recent letters, we have been closely monitoring the evolving COVID-19 outbreak. As always, the safety and well-being of our residents is our top priority and during this critical time, we are acting with an extraordinary abundance of caution.

We want to share with you that based on the recommendations from government agencies CMS and The American Health Care Association, and in consultation with our medical directors, we have made the very difficult decision that St. Ann Rehabilitation and Nursing Center is immediately implementing a temporary restriction of visitors entering the facility. Doors will close this evening at 6:00PM. This restriction will be in effect until COVID-19 is no longer a threat to our residents, staff and community. Of course, we will allow exceptions on a case-by-case basis in special situations, such as end of life. If you feel you need to see your loved one, please contact either Kate McCracken, Administrator; Donna Nemet, INTERIM Director of Nursing Services or the nursing supervisor to arrange a visit.

We ask that you pass this information on to other family members or friends who may want to visit, to eliminate the possibility of them coming to the facility and being denied entry to visit.

Please be advised that we are working on alternative methods of visiting. We have purchased tablets that will be available in the near future to use for virtual visitation with your loved one.

We will keep you informed of any changes that should become necessary. We understand that this will be very difficult for both you and your family. Please feel free to call any time to check on your loved one.

If you have any questions regarding this information, please contact Kate McCracken, Administrator or Donna Nemet, INTERIM Director of Nursing Services.

Sincerely,

Kate McCracken LNHA, MHA

Administrator
St. Ann Rehabilitation & Nursing Center
195 Dover Point Rd.
Dover, NH 03820-4693
P.(603)742-2612x123 F.(603)743-3055