



MONTGOMERY VILLAGE

HEALTH CARE CENTER

September 28, 2023

Dear Residents, Family, Friends & Montgomery Village Staff,

I am writing to update you on our response to the COVID-19 outbreak. On September 27, 2023, we learned that 1 resident tested positive. The resident will remain in isolation until cleared to do so by the guidelines of Maryland Department of Health/CDC. We wish this person a full and speedy recovery. We remain in close communication with our local health department and continue to report numbers of residents and staff with symptoms and COVID-19 laboratory test results. Our strict infection control procedures remain in place, and we are vigilantly monitoring all residents.

Following all CDC, State, and local guidelines as they are announced, we have in place stringent screening measures to mitigate spread of the virus and protect the health and safety of our workforce and residents. We will continue taking proactive steps to reduce the risk of infection. These steps include encouraging sick employees to stay home, maintaining our enhanced infection control protocols and deep cleaning of our facilities, providing employees with proper personal protective equipment, and universal masking.

To our families, thank you for your understanding and support as we continue to face the challenges presented to us by the COVID-19. We will continue to schedule times for "Skype" or "FaceTime" visits with your loved one. We have ample devices to accommodate "virtual visits" at most hours. We encourage you to stay in touch, so feel free to call me so I can provide you with accurate information on your loved one.

The Compliance Hotline, 833-245-8585, is also available for 24/7 assistance. In the meantime, please know that your loved one is being cared for in the same manner you have come to trust and expect.

To my team, you are doing an outstanding job. Your compassion and courage make us all proud.

Truly yours,

Christopher Lofton, LNHA
Administrator