



Zachary Gray  
Administrator  
Alta Skilled Nursing and Rehab  
555 Hammill Ln.  
Reno, NV 89511  
P: (775) 828-5600  
E-mail: [zachary.gray@altanursingandrehab.com](mailto:zachary.gray@altanursingandrehab.com)

April 7, 2020

Dear Residents and Resident families:

This is an update regarding Alta's plan and status during the global COVID-19 pandemic. As a reminder, the best way to get updates is to check our website at [www.altanursingandrehab.com](http://www.altanursingandrehab.com), where copies of all memos to residents and their families are available at the COVID-19 link. It is our goal to be both transparent and supportive to residents and family members during this crisis. We understand there is a great deal of frustration relative to the precaution measures that we are taking for the safety of the residents and staff. The measures that we have taken align with requirements from the federal government.

In response to the many questions we have received, it is important for us to reiterate, precautions have not been reduced. They have become more important than ever as COVID-19 continues to spread throughout the Reno-area.. In summary of the precautions to date include:

- Only essential healthcare workers are allowed to enter/exit the building.
- Every resident, visitor and staff member are required to wear masks at all times in the building with the exception of being in their own room or a single office.

In addition to these precautions, there are a number of issues we feel it is important to address.

- **Please do not attempt to visit your family member in the foyer or outside entrance.** When you go against the visitation restriction precaution by visiting your family member outside, you put all the residents at Alta at risk for COVID-19.
- **We are asking that family members do not come on the property at this time.** This is an amendment to earlier memos to not come in the building. This includes dropping off things like fruit, bread, books; there is nothing that we can not procure in the building that necessitates a family member dropping items off. The same goes for laundry. During this time, please allow us to do the laundry.
- **Relative to being unable to visit, we have certain family members that have asked to visit their family member from the window.** There are dignity issues with family members walking around a one story building with transparent windows. While you walk around the building other residents will be able to see you and they know you will be

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able to see them. Some of these residents may not be dressed and/or they are expecting privacy.. We would much prefer to coordinate a Skype or Facetime visit.

- **Do not smoke on the property.** This goes for residents, staff and visitors. Our building is currently a smoke-free zone. We realize this is a change, however, it is important for many reasons including you are not supposed to be touching your face.
- **Food service delivery drivers do not follow infection control precautions.** We ask that if you order food, please instruct the delivery driver to not enter the building and to leave the food out front in the foyer. Staff will deliver the food to the resident. This is a huge problem, as some of these drivers have literally tried to break into the building to get a tip.

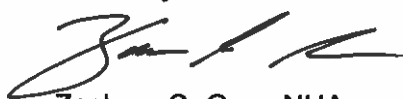
As you read this letter, I'm sure many of you will be incredulous these things are happening and that reminders like this are needed. Others may think to yourselves, "Well I stopped by, but only a few times to drop off x." The simple truth is this virus has proven much more contagious and dangerous than was initially conveyed. To date, we have zero confirmed cases in the building. Alta had 3 residents transferred to the hospital and tested for the virus, all of whom tested negative. It is our goal to keep this number at zero for as long as possible. In the event where a resident is tested positive, we will also work hard to keep the number of exposed as small as possible.

Each and every human-to-human encounter, or surface touched, increases the risk of transmission from one person to another. Over the next few weeks, we will continue to take all recommended steps necessary to limit the introduction and transmission of this virus within our facility. If you have questions, you can reach out to us directly via email, or at the contact page of our website at [www.altanursingandrehab.com](http://www.altanursingandrehab.com). We are in the process of hiring a full-time employee to coordinate Skype and Facetime visits with family members as the volume of requests is overwhelming (and that's a good thing!). We should have someone hired this week. If you're interesting in setting up a Skype or Facetime visit, please call the Receptionist.

There has been a great deal of positive experiences from this difficult time, not the least of which is the tremendous amount of love from families. Additionally, the staff has been absolutely incredible during this time. We do not know how long these precautions will be needed, but can share that the Nevada Health Response Team has projected that COVID-19 will peak in Reno around April 20th. However, this estimate is based on an assumption that people comply with social distancing and shelter-in-place orders. Therefore, this date could change. In statistical models using assumptions of poor compliance of stay-at-home orders, researchers estimate peak hospitalizations will occur on June 15th. We hope to receive guidance from the government to relax our visitation restrictions after the peak, and will update you on new visitation policies as we receive guidance from the federal government. However, even when they are relaxed, we do not anticipate they will ever go back to what they were. Relative to finding the new normal, we will work with residents, families and the state regulatory agencies to find it together.


As always, we thank you so much for the opportunity to serve you and your families.

Sincerely,



Zachary S. Gray, NHA

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Kim Lee, RN, DON