



June 30, 2020

Aloha Residents, Families and Friends,

We hope that this letter finds you and your families healthy and safe during these extraordinary and challenging times. As Governor Ige begins to reopen Hawaii's economy in stages cautiously, we wanted to clarify for you what reopening means for Aloha Nursing Rehab Centre.

We here at ANRC take the health and well-being of our residents as our top priority. We are committed to the best care, services, and protections provided to your loved one entrusted to us. From the very beginning of COVID-19 outbreaks, we receive, follow, and update our mitigation plan regularly. We follow guidance from the Hawaii Department of Health (DOH), the Centers for Medicare and Medicaid Services (CMS) as well as Centers for Disease Control (CDC) on strategies to prevent the spread of COVID-19 within our community. We are taking all the recommendations and mandates very seriously. For our residents' safety and well-being, we cannot afford to overlook or take any shortcuts when it comes to visitation and "reopening." We must continue to work together and support one another through this by adhering to the guidelines established.

How will we deal with the coming weeks?

- We will continue to follow the high protective measures recommended by CMS and CDC- This includes continued restriction of visitation, conducting health screening and temperature check for everyone entering the facility.
- While our state government works hard to keep COVID-19 exposures to a minimum and out of our state, health care facilities probably will not be safe to reopen until long after our state begins to relax the safer at home orders and reopening the economy.
- We will only start to look at and adjust our protective measures when we determine that our community is no longer at risk. Only after will we cautiously consider recommendations of Hawaii's Department of Health officials, CDC, and CMS.
- We urge you to stay connected with your loved ones through:
 - calling 247-2220
 - texting (if your loved one has his/her cell phone)
 - video chatting (schedule with TR Department 808-441-9553)
 - window visits (schedule with Social Services 808-441-9525)

We wish to reiterate we will not be changing our protective measures anytime soon. We promise to keep you informed of any changes or updates. We identify and understand the emotional challenges associated with our visitation restrictions; however, we want to thank you for the sacrifices you make to protect our community. Together we can continue to work on ways to support and celebrate each other during these challenging times.

Kukui Mālama 'Ohana . . . The light that cares for our extended family



In the event we have a confirmed case of COVID-19 in our facility:

- We will contact you if your loved one is suspected of having or is diagnosed with COVID-19. Please be sure to update us on your current contact information, including email, cell phone number, and mailing address.
- We must continue to follow HIPPA- confidentiality guidelines. We will not be able to share any detailed information about the confirmed case(s) in our facility. Still, we will inform the responsible party/ immediate family member(s).
- We will notify the Department of Health; their COVID-19 response team will be deployed to us.
- We will implement our COVID-19 Response Committee and follow our COVID-19 Response plan.
- We have designated quarantine areas that have been established and will be utilized to isolate and treat resident(s).
- It is essential that you are aware that the CDC does not recommend transferring residents either home, to another facility, or the hospital. Moving an elder or medically fragile individual out of our facility is risky, may increase exposure to COVID-19, and may have a long-lasting negative impact on your loved one.

We ask for your continued support in our fight against COVID-19. We strongly encourage you to visit the Centers for Disease Control website to learn how you can help protect yourself, your family, your loved ones, and to prevent the spread of COVID-19 in our community and our island of Oahu.

Please visit our website at www.alohanursing.com, our Facebook page, and our Instagram page for updates.


Darrin Schadel
Administrator