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March 9, 2020

Re: Coronavirus (COVID-19) Preparation

Dear Family Member,

As you are probably aware, there are confirmed Coronavirus (COVID-19) cases in Minnesota. The news about the expected spread of this new disease is concerning. Please know that maintaining the health, wellness and safety of your loved one is our priority. We are taking steps now to prevent this illness and be positioned to respond quickly and effectively should it impact any of our services or locations: Three Links Home Care, Adult Day Services, Memory Care Cottages, Millstream Commons, Villages of Lonsdale, Care Center, Three Links Apartments and Park Ridge Apartments.

Preparedness

We are actively educating staff, residents and families on symptom awareness for Coronavirus and have clear protocols for staff to stay home and not come to work if they are ill or symptomatic. We are frequently participating in calls with the Minnesota Department of Health (MDH) and the Centers for Disease Control and Prevention (CDC) and working with state and local public health and emergency preparedness officials to strengthen our preparation for a possible outbreak. Though our staff are continually trained in infection prevention practices and follow established protocols, we have increased our training and retraining efforts in this area.

How you can help

To protect our residents, please consider not visiting if possible. Do not visit if you are feeling ill or have been exposed to Coronavirus. We will postpone activities, screen visitors and limit visitor access. As with the flu or any other virus, the best way to avoid COVID-19 is to:

- Wash your hands with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid shaking hands.
- Avoid close contact with people who are sick.
- Stay home if you're sick.
- Cover your mouth and nose when you cough or sneeze. Throw away any used tissues and wash your hands.
- Clean and disinfect frequently touched surfaces and objects using regular household cleaning spray or wipes.

We are committed to providing updates pertaining to Coronavirus. Future updates for family and the community will be posted on threelinks.org.

Sincerely,

Mark Anderson, CEO