



March 10, 2020

Dear Resident/Patient, Family Member and Responsible Party,

On March 9, 2020, the State of Connecticut, Department of Public Health (DPH) notified us to restrict all visitors to Caleb Hitchcock. DPH is taking these critical steps to ensure nursing home residents are protected from communicable diseases, including Coronavirus Disease (COVID-19).

To prevent the spread of Coronavirus in healthcare facilities, effective immediately, we are directed to impose restrictions on all visitors except when a current health state of a resident is in question such as end-of-life. Please see attached letter from The Long-Term Care Ombudsman.

We understand that you may be concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Duncaster. **Ensuring our residents and staff are in a safe and healthy environment is our greatest concern.**

At this time, we do not have any cases in our community. We are diligently monitoring and implementing guidelines given by The Centers for Disease Control and Prevention (CDC), World Health Organization (WHO) and CT DPH to help reduce the potential for the virus to enter our building.

We understand that these restrictions can be difficult but we ask for your cooperation in keeping residents' wellbeing as the priority. Alternative means of communication such as video chatting are currently being explored.

While we are not sure for how long these restrictions will be imposed, the administrative and clinical team is available to answer any questions you may have. Please feel free to contact the nurse's unit or any one of the following for more information.

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Marjorie Rowe	Assistant Director of Nursing	mrowe@duncaster.org	(860) 726-2401
Jennette Livingston	Director of Social Services	jlivingston@duncaster.org	(860)726-2409
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Nursing Supervisor			(860)726-2440

*Sincerely,  
Ami Desai  
Vice President of Health Services/ Administrator*