

UPDATED 03.17.2020

To Our Residents and Family Members:

We know you are concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at Fianna Hills Nursing & Rehabilitation Center. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. At this time, we do not have any cases in our Facility or our surrounding community. The Centers for Disease Control and Prevention (CDC) has recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. These steps include CDC recommended prohibitions against non-emergency visitation at the facility and requiring staff and any other person allowed to enter the building to first, be screened by answering questionnaires and having their temperatures checked before allowing admittance into the building. As more guidelines are put into place, we will add them to our steps as recommended.

As you will note from the attached memos from the Arkansas Department of Health and Human Services and CMS, the prohibition of non-emergency visitation is presently in effect until April 12, 2020 but may be extended longer if necessary. We understand that connecting with family members is incredibly important and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text, Facebook. We are currently setting up video chat appointments so please call the facility to schedule yours. In addition, we are requesting email addresses for our Family Members so that we can send out daily updates. Please send your email address to fhsocial@pinnacle-hc.com.

Please be assured that Fianna Hills is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in many circumstances, wearing gowns and gloves when interacting with residents. We are also staying up-to-date with the CDC recommendations as they are updated and remain in close contact with the local and state health departments and are following their guidance. We are posting signs on our entryway doors to notify our staff, visitors and vendors of the symptoms of COVID-19 and request that they not enter the building if they are experiencing these symptoms.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact our facility at 479.648.9600.

For additional information, please visit the CDC's coronavirus disease information page.

Sincerely,

Karen Mundy, Administrator