



August 3, 2020

Dear Residents and Families/Representatives,

As of today, our facility continues to be proud to report no additional confirmed cases of COVID-19. Our staff continues to practice the enhanced safety precautions we have previously reported to you through our website and we are closely monitoring the recommendations of our federal, state and local health officials regarding all aspects of COVID-19 from mass testing to visitation recommendations.

While we are disappointed that COVID-19 is in our facility, we are following the recommendations of our federal, state and local health officials and working hard to prevent further spread of this virus. Our staff continues to practice the enhanced safety precautions we have previously reported to you through our website and we are closely monitoring the recommendations of our federal, state and local health officials regarding all aspects of COVID-19 from mass testing to visitation recommendations.

As the number of reported COVID-19 cases grows in New Mexico, restrictions have been reimplemented throughout the state. At this time, the Centers for Medicare and Medicaid Services ("CMS"), the Centers for Disease Control ("CDC") and our state health officials are still requiring we restrict social visitation and only allow essential personnel in the facility. Please understand these restrictions are in place to reduce the risk of transmission of COVID-19 in our facility and to keep our residents safe. At this point, the New Mexico Department of Health has not provided further guidance on a formal date or plan for re-opening.

If you are needing to bring anything to your loved one, please bring it by the front office. We will quarantine it for 72 hours and then hand deliver it to your loved one. We ask that it is non-perishable, in a sealed box or bag, and labeled with your loved one's name and date of delivery.

We understand how difficult it has been to not see and visit your loved ones over the past several months and we appreciate your patience and understanding during this time. Until it is safe to allow visitors, please remember that we encourage you to stay in touch with your loved ones through video chats, emails, letters, and phone calls. Please let us know if you are having trouble connecting with your loved one and we will be more than happy to facilitate your communication.

Please remember to check our website for updates. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns, please feel free to contact us directly at 575-623-7097.

Sincerely,

Dereje Sebsibie
Administrator
Sunset Villa Care Center