



March 11, 2020

Dear Gianna Homes Family and Friends,

The current COVID-19 outbreak situation means that it is critical that we take every precaution possible. Protecting our resident's, staff, volunteers and guests health and safety is our top priority, and we are doing everything we can to prevent this virus from entering our community.

The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our homes. However, we need your help in battling COVID-19.

Out of an abundance of caution, we are limiting all visitors for the next 30 days to our setting unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy.

If you believe a visit to Gianna Homes is necessary, we request that you contact either the RN Case Manager (Leah at Sursum Corda or Connie at Gladys Place) or Cari Doucette, Executive Director prior to your arrival.

We understand that communication with your loved ones is incredibly important and encourage you to communicate with them in other ways such as the telephone or video chat. The resident phone line at Sursum Corda is 952-988-0917 and for Gladys Place 763-443-6110.

In addition to limiting visitation to prevent the illness in our setting, we are also focused on infection control best practices with our staff and residents.

Please know we are following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in circumstances, wearing gowns and gloves when interacting with residents who present symptoms. We also are staying up to date with the CDC recommendations as they may continue to change. In addition, we remain in close contact with the local and state health department and are following their guidance.

Communication is key, and we will continue to update you on any news, emerging issues, or changes in our regular operations. Please make sure we have your most current contact information so we can efficiently communicate with you should there be any new developments. Please reach out to the RN Case Managers or Cari Doucette with your updated contact information.

We apologize in advance for any inconvenience this may cause, but we are keeping the safety, health and wellness of our residents and staff as our number one priority. Should you have any questions, please feel free to contact me at 952-443-6113 or [cari@giannahomes.org](mailto:cari@giannahomes.org)

Sincerely,  
Cari Doucette  
Executive Director