



A Life Plan Community

To Our Residents, Family Members, and Friends:

We know many of you are concerned about the spread of COVID-19 (Coronavirus) and how it may impact us here at Vista Grande Villa. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we don't have any cases in 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 building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

**At this time, we will not be allowing family and friends to visit our campus.** Out of an abundance of caution, we are limiting all visitors to our facility unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building.

We will be doing our best to update our website ([vistagrandevilla.com](http://vistagrandevilla.com)) and Facebook page (**Vista Grande Villa**) with information as this situation is ever-changing.

Transportation Services will only be providing essential medical appointment transportation. If you feel you have an appointment that cannot be missed, please contact:

Independent Living: (517) 787-0222

Assisted Living: (517) 783-9040

Health Center: (517) 787-0226

We are aware that there may be residents who need to restock essential supplies from stores like Meijer, etc. Our goal is to limit the number of residents out in the community as well. If a friend or family member is able to shop and drop off items at either the Main Entrance (24/7) or the Assisted Living Entrance (9am-5pm), our staff are happy to deliver these items to resident's homes. We will also be providing free personal shopping services for essential items only, Monday through Friday. You will be charged for the items purchased, but not the personal shopping time normally billed. To place your order, please call the Front Desk: (517) 787-0222.

Due to restricting visitors on campus, many of our entertainment, physical wellness, and church services have been cancelled. Your health is important to us, and we need to ensure we continue to keep you active on campus. We are in the process of producing an updated calendar of events and will provide this to you as soon as we are able.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. We are in the process of setting up the ability for our residents to Skype video call their loved ones. If you would like to set up a time to Skype with our assistance, please contact:

Independent Living: Front Desk (517)787-0222

Assisted Living: Activities Department (517) 499-2777

Health Center: email -- AThomas@vgvilla.com or call 517-787-0226

**Please make sure we have your most current, emergency contact information.** We want to make sure we efficiently communicate with you should there be any new developments. If you are the emergency contact and have not been receiving recorded messages via phone (two have been sent), please reach out to:

Independent Living: (517) 787-0222

Assisted Living: (517) 783-9040

Health Center: (517) 787-0226 with your updated contact information.

**Residents, please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette.** We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. **If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a staff member know immediately.**

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

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

**Independent Living: (517) 787-0222**

**Assisted Living: (517) 783-9040**

**Health Center: (517) 787-0226**

We thank you for your patience during this time, and pray that it is short.

Sincerely,



Chelsea Eisele, RN, BSN, MBA

Executive Director

Vista Grande Villa