

To Our Village at Victory Lakes Residents and Family Members:

As a senior living provider, being on the front lines of dealing with the pandemic crisis has been challenging at best. Our associates are so dedicated to serving you, our residents. I think you know the extraordinary measures that have been put in place over the past weeks to ensure the safety of our associates and residents alike. Even with our best efforts to prevent the virus from entering our community, we find ourselves in a situation of containment at this time.

Late on 04/07/2020 we were notified by an Independent Living Resident at the Village at Victory Lakes that they tested positive for the virus. The resident was taken to the Emergency Department on 4/6/2020 and was tested positive on 4/7/20 and was admitted to the hospital. Because of the infection prevention measures that had **already been in place** for some time, there was limited exposure and/or contact with other staff and residents.

We are doing everything possible to ensure we prevent the spread of this virus within our campus. The safety of our residents and associates continues to be our most important concern. We are in very close communication with local and state health officials to ensure we are taking the appropriate steps at this time. Our staff and residents are following the recommended preventative actions.

We have no additional residents or staff members who have tested positive for COVID-19 or are exhibiting any signs of infection at this time. Please know that we are doing everything within our power to mitigate the spread of the virus within the building. Per our discussions with local health departments we are following all guidance we are receiving regarding protection for our staff as well as the other residents. Their recommendations at this time are to MONITOR all residents and staff across the community. There is NO recommendation to test anyone for the COVID-19 virus unless they would become symptomatic. The safety of our residents and associates continues to be our most important concern.

We understand that this is a time of anxiety and unknowns for the safety of you or loved ones. 100% of our efforts are geared towards the safety of your loved ones. We are asking that you do not call the facility directly, as that will pull very limited resources away from caring for the residents.

Should you have any questions, please visit our Village at Victory Lakes Facebook page or the **Franciscan Ministry COVID-19 Web Page - [www.franciscanministries.org/coronavirus-response/](http://www.franciscanministries.org/coronavirus-response/)** for daily updates and information. Our pledge is to update that page daily with any new information. The best case scenario is that there is nothing new to report.

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

Sincerely,



Judy Amiano  
President and CEO



Cal Isaacson  
Executive Director  
Village at Victory Lakes

