

Wednesday, September 9, 2020

Dear Family Members and Friends,

On Monday September 1st, 2020, Secretarial Order No. 3 was released by Dr. Mandy Cohen, Secretary of NCDHHS, addressing visitation for Nursing Homes. This order permits outdoor visitation only after several strict conditions are met. A list of these conditions can be found in the [Secretarial Order No. 3](#). Facilities listed in outbreak status on [the North Carolina Department of Health and Human Services \(DHHS\) COVID website](#) cannot comply with this order and are not permitted to allow any form of visitation.

We know how important it is to remain connected with each other, and to express love. Our teams will diligently work to meet the many conditions defining safe outdoor visitations. It is important to remember, that once all conditions are met, outdoor visits must be *scheduled* and are *prioritized* by the guidelines in the secretarial order.

For our centers in Virginia, only Leewood Healthcare Center has been cleared to begin outdoor visitation. Please contact the center directly at (276) 628-2111 to schedule your visit.

Our centers in Georgia and South Carolina have not yet been cleared to begin outdoor visitation so we encourage you to call the centers and schedule your next window visit or facetime call.

We also understand you might be concerned about the spread of this virus and how it may impact your loved ones. Ensuring residents are cared for in a safe and healthy environment is our first priority. In order to receive important updates, please make sure we have your current contact information. We also strongly advise you to [sign up for our email communication through the center where your loved one resides](#), and to follow us on Facebook.

If you have questions that were not addressed, there are several methods where you can reach us.

- ✓ We ask that your first **contact the center** where your loved one resides on their main telephone line.
- ✓ Our **dedicated Accordius COVID-19 response hotline**. This is a one-way line where you can listen to the most up to date information on our company. The phone number is (833) 222-0082.
- ✓ Our **Accordius COVID-19 task force email** is covid19taskforce@accordiushealth.com.
- ✓ Our Accordius **Compliance Hotline is (833) 266-7595**.

We thank you for entrusting the care of your loved one to us; it is not a responsibility we take lightly. We appreciate your continued support as together we navigate these unprecedented times.

Sincerely,

Kim Morrow
Chief Operating Officer
Accordius Health
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