



To Our Family Members and Community:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact Good Shepherd Nursing Home District. 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 request that family and friends do not visit the center. Out of an abundance of caution, we are restricting all visitors to our facility unless medically necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals for medically necessary visits.

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.

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. For Good Shepherd Care Center and The Kidwell, please reach out to April Zordel, Administrator 573-539-2499 with your updated contact information. If you would like to receive information by email, please send an email request to azordel@gsnhd1.com. For Laurie Care Center and The Knolls, please reach out to Katherine Carlson, Administrator 573-207-8780. If you would like to receive information by email, please send an email request to kcarlson@gsnhd1.com. For additional updates refer to our website at <https://gsnhd.com/>.

If you are allowed a medically necessary visit, 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, and avoid contact with residents other than your loved one.

Our community is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in many 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, our community is in close contact with the local and state health department, and we are following their guidance.

For additional information, please visit the [CDC's coronavirus disease](https://www.cdc.gov/coronavirus/2019-ncov/index.html)
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

The Missouri Department of Health and Senior Services (DHSS) activated a statewide public hotline for citizens or providers needing guidance regarding the novel coronavirus, or COVID-19. The hotline can be reached at **877-435-8411**. The hotline is being operated by medical professionals and is available 24 hours a day, 7 days a week.

Sincerely,

Lance Smith Executive Director
Good Shepherd Nursing Home District