



## *The Allure Group*

To Our Families & Friends,

Like all healthcare facilities across New York, we find ourselves on the front lines of the Covid-19 pandemic. True to our mission and values to care for the frail and the vulnerable, we are stepping up to do our part by providing critical care to those in need. The New York State Department of Health has directed that we work with our hospital partners to admit patients who have been hospitalized during this crisis. We are doing everything we can to care for these patients in a safe and responsible manner while ensuring the safety and well-being of our residents and staff.

We have designated separate units to care for those with COVID-19 or are symptomatic. We continue to implement our infection control protocols during each shift and are constantly monitoring temperatures and other vital signs of all of our residents and patients.

Please know that our staff is fully committed to caring for your loved ones and helping them through this challenging time. We have taken the extra step of establishing a COVID family line with each facility for those having difficulty reaching a particular staff member or resident. Please be sure to share your email address with the representative to be added to our email communication. As we have mentioned before, if you would like assistance with making FaceTime or Skype calls to stay in touch, please contact the COVID family line for further assistance.

I appreciate your continued support and if I can be of further assistance, please do not hesitate to contact me directly.

Thank you,

The Allure Group Team