



DATE: November 10, 2020
TO: All Bay at Nu-Roc Community Members, Families and Employees
FROM: Katrina Mills, BA, ADN, RN, DON
RE: Positive Staff Cases of COVID-19

To Our Residents and Family Members:

We have received confirmation that 2 staff members at The Bay at Nu-Roc have been diagnosed with COVID-19. Resident safety is our top priority. We are doing everything we can to ensure we stop the spread of COVID-19 within The Bay at Nu Roc, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps.

We encourage families to call our center at (715) 674-4477 for updates on the status of your loved one. We understand that you are concerned about your loved one, but it is crucial that we restrict visitation to reduce the spread of this virus. We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through Skype, calling, texting, or other social media formats.

We want you to know that we are taking every precaution to prevent the spread of infection. All staff and residents continue to be tested as guided by the health department. If we do have a positive result we will notify the patient and/or legal representative. We know that you may have questions and we encourage families to contact our center.

We need your help in battling COVID-19. Please visit the [Centers for Disease Control and Prevention \(CDC\) website](https://www.cdc.gov) to learn how you can help prevent the spread in our community.

We know this is a difficult time for everyone. We will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the local and state health departments. Our COVID hotline is updated weekly and can be heard at (715) 544-3576.

We encourage you to contact our center with any questions or concerns at: (715) 674-4477.

Sincerely,

A handwritten signature in black ink, appearing to read 'Katrina Mills', written over a white background.

Katrina Mills, BA, ADN, RN, DON
The Bay at Nu-Roc

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