



To: Mid Valley Community/ Hospice Partners

From: Marisela Gonzalez (Executive Director) and Board of Directors of Aurora House Foundation

Re: Aurora House Foundation Update: COVID-19 (Coronavirus)

Aurora House is honored to partner with your agency to deliver high quality, compassionate end of life care for your patients.

The Coronavirus outbreak has caused a tremendous disruption of our lives. The COVID 19 virus is spreading fast in our country causing Life threatening sickness as well as panic and fear.

Aurora House Foundation wants to reassure the community that we are committed to continue offering protection, dignity, respect and compassionate care to our patients. In view of Aurora House Foundation offers care at no cost to patient and families our resources are limited. We will be in a difficult position if this outbreak worsens in the future.

Our patient population is considered the most vulnerable group for complications and death. The safety and well-being of our patients is our highest priority. Therefore, we are obliged to embrace a number of precautionary measures like restricting visiting hours, hand hygiene, use Personal Protective Equipment (PPE), such as facemasks and limiting the number of family members that can be in the facility at the same time.

As a State of Texas Special Care Facility, Aurora House is following regulations of the Centers of Medicare and Medicaid Services as directed by the Texas Department of Health and Human Services, along with the governance of our Board of Directors.

As such, Aurora House has placed following protocols into action effective 3/16/2020:

- All visitors, including Health Care Professionals (HCP's) and vendors, will be screened before being allowed to enter.
- Anyone that has traveled to Asia or Europe in the last 30 days, or displaying elevated temperature and/ or symptoms listed by the Centers of Disease Control (fever, cough, shortness of breath) during the screening will not be allowed to enter and respectfully instructed to leave the grounds. In order to return to our facility, the individual must provide documentation that clears them by a licensed medical doctor.
- Visitors allowed into the building must immediately register, wash their hands and wear a mask.
- Aurora House is a non-profit. We have a limited amount of masks for our own staff. **ALL HOSPICE AGENCIES MUST PROVIDE THEIR OWN MASKS AND PROTECTIVE GEAR FOR THEIR STAFF VISITING OUR FACILITY TO CARE FOR PATIENTS.**
- Visitors must stay in the patients room and can only access the public restroom and the nurse's station. The rest of the facility (indoors and outdoors) no longer accessible, including to outside HCP's.
- Should your staff begin to display any of the symptoms listed by the Center of Disease Control (fever, cough, shortness of breath, etc.) within 14 days of visiting our facility, please contact us immediately so we may notify the State Department. We will likewise notify your agency should we receive word from visitors if your staff or patient(s) were exposed.

Protocols and guidelines by the state and federal governments are changing from day to day, and Aurora House's ability to continue to receive patients will vary from week to week as the Board of Directors and Executive Director track the development of the pandemic.

We ask that you remain patient with us as we share the same mission : to provide the highest quality of life and compassionate care to those in their last days.

Sincerely,

Aurora House Foundation