



The Johnson Center
AT FALCONS LANDING

December 9, 2020

Dear Family Members of The Johnson Center and West Falls Center Residents,

Thank you in advance for your patience and continued support while Falcons Landing continues to navigate through these challenging times. This brief update will focus on how we are managing overall Health Services operations now and into the near-term while we deal with an increase in COVID-19 cases.

Since our last update, we have had four additional confirmed COVID-19 positive cases in health care. Since notification of our first case on March 28, we now have had a total of twenty-two confirmed cases in The Johnson Center and twelve confirmed cases in West Falls Center. Six residents have died, and those residents lived at The Johnson Center, either in Nursing or Assisted Living, and the West Falls Center.

We currently have four team members on quarantine for COVID-19 who have tested positive, are awaiting a test result, or have symptoms consistent with COVID-19.

Lauren Cratty, our Recreation Manager, and her team have been working diligently to keep our residents connected with loved ones via phone and video chat. Many of you are using these sessions and have expressed appreciation to our recreation team for scheduling and supporting these sessions. To date, we have completed over 1500 video chat sessions.

We will continue our emphasis on facilitating video chats throughout the duration of our restriction to visitors at both The Johnsons Center and West Falls Center. If you would like to schedule a phone call or video chat or would like more information on the program, please contact Lauren at Lcratty@falconslanding.org or 703-404-5229.

In addition to managing direct family communication with residents, our recreation team is also providing in-room visits for 1:1 activity, such as reading, engaging in conversations on topics of interest, and supplying materials of interest (magazines, books, puzzles).

All of our Health Care team members are dedicated to providing all of the services, direct-care, and support your family members need during this unprecedented period. Falcons Landing continues to provide every staff member with all PPE (personal protective equipment) recommended by the Virginia Department of Health and the Loudoun County Health Department (such as gowns, gloves, masks, and face shields) when entering resident rooms.

Any staff member who exhibits symptoms suggestive of COVID-19 are placed on quarantine and provided support during their time off work. We also screen every staff member before they begin their shift to include their temperature and additional signs and symptoms of

COVID-19. This screening protocol has been in place since the beginning of March 2020 and will continue for the foreseeable future.

We are fortunate to have a talented and dedicated team. Your family members are receiving what they need during these challenging times, and we are doing everything we can to keep them safe, keep them well, and to engage them in activities to keep them content

Thank you again for your continued support, please take good care, and do not hesitate to reach out with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "John Loop". The signature is stylized with cursive-like flourishes.

John Loop, MHA, LNHA
Director of Health Services
Falcons Landing

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