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# ROYAL OAK HOUSE

FULLY LICENSED  
ASSISTED LIVING • MEMORY CARE

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3/19/2020

Dear Families and Friends,

Please allow me to introduce myself. My name is Karen DeLaflor. I am the Executive Director for Royal Oak House. I opened the building, took some time off, and have returned home. I am a registered nurse and I have been working in long term care facilities for over 20 years.

I understand that with the growing spread of the coronavirus (COVID19) that this is a difficult time for everyone. I will keep families up to date on a regular basis.

According to the Center for Disease Control, seniors with multiple health conditions are at highest risk for complications. As a result, Royal Oak House has taken several measures to control the spread of the virus to our residents and our staff. They include:

Restricting all, visitors, with exception of compassionate care, such as end of life situations.

Restricting all volunteers and non essential healthcare personnel such as the beautician.

Any re-admissions will be quarantined for 14 days.

All group activities and communal dining has been cancelled in assisted living.

Memory care residents are seated at least 6 feet apart from one another.

Screening of all residents daily. Any residents who show signs and symptoms such as fever, cough, or shortness of breath will be placed in respiratory isolation until physician clearance.

Screening of all health care visitors daily.

Staff have received in-services on infection control procedures and our COVID19 policies and procedures. We will continue to work with the staff and keep everyone updated.

In an effort to maintain communication with families we are asking for emails of all persons who would like updates on COVID19 as it pertains to Royal Oak House. You can text your name and email address to (248) 607-4990. This way we will have each other's contact information also.

Lastly, we would like to ensure that our residents maintain contact with their loved ones. If you would like to face time with your loved one please text (248) 607-4990 to schedule a time between the hours of 9:30am and 6pm. to speak to or face time with your loved one.

Kindest Regards,

*Karen E. DeLaFlor*

Karen E. DeLaFlor, RN