



May 19, 2020

To the Hale Ola Kino community,

In our ongoing efforts to keep our families and residents aware and updated, Hale Ola Kino continues to have **ZERO** confirmed or suspected cases of COVID-19 among its residents and staff.

The health and safety of our residents and staff continue to be our top priority, and we are continuously working diligently to prevent the entrance and spread of this novel coronavirus, and we continue to closely monitor the ongoing situation regarding COVID-19. Our team has been working tirelessly to prepare for possible scenarios related to COVID-19.

Hale Ola Kino has been strictly adhering to the guidelines set forth by the Centers for Medicare & Medicaid Services (CMS), Centers for Disease Control and Prevention (CDC), and Hawaii's Department of Health (DOH). These are:

- All visits by non-essential health care personnel and family members to the community are prohibited except in hospice or end-of-life situations
- All staff and essential visitors must wear facemasks at all times while on campus, and additional PPE, as necessary
- All staff and residents are exercising social distancing, except when performing essential tasks and direct care.
- Vigilant hygiene protocols are observed, including frequent handwashing
- Active screening of all staff and essential visitors is in place, including taking temperatures and conducting questioning to flag potential symptoms
- We are ensuring proper staffing.

In the event we have a confirmed case of COVID-19,

- We will contact you if your loved one is suspected or diagnosed with COVID-19.
- Due to patient privacy laws, we are unable to share specific information about confirmed case(s) in our community but will notify the immediate family member or resident representative who have the necessary permissions to receive such information.
- Our COVID-19 specific response team will be deployed.

- Hale Ola Kino has a pre-designated quarantine area for individual(s) testing positive.

Meanwhile, as Hawaii continues to open up our economy, continue to practice social distancing, wear your mask, and follow the CDC's recommendation to protect yourself and help prevent the spread in our community.

Lastly, continue to connect with your loved ones through our video chats, telephone calls, and window waving. The residents are loving the attention and interaction with you, even if not in person. Our focus and priorities continue to be the protection, health and safety of our residents and associates. If you have questions, please contact me at [kageyamajolene@haleolakino.com](mailto:kageyamajolene@haleolakino.com) or call at 808-983-4444.

Blessings and Aloha.

A handwritten signature in black ink, appearing to read 'Jolene Kageyama', with a stylized flourish at the end.

Jolene Kageyama

Administrator