

# WE CARE

# FAMILY COMMUNICATION PLAN

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National Health Care Associates' (NHCA) top priority is the safety and comfort of our residents. To assure residents and their families that they have all the necessary and relevant information, we have developed a WE CARE Family Communication Plan. This plan ensures that families and loved ones have the most up-to-date information, and real-time communications related to COVID-19 and other emergencies.

## What to Expect

- Real-time emergency communications for circumstances that impact residents or the Center
- Multiple communication channels to ensure access to critical information
- COVID-19 updates pursuant to state and federal regulation
- Relevant safety information and instructions in the event of an emergency

## How to Connect

- Family and loved ones can receive direct communications from facilities via text and email
- Family members are encouraged to direct specific questions about a loved one to staff at the Center
- Links to federal and state COVID-19 resources are posted to the [WE CARE](#) page on NHCA's website

Know that we are working to keep you informed and updated during these difficult times. We remain committed to providing residents and their families' peace of mind and the best quality care.