

From: **Williams, Edwina** <edwina.williams@dss.virginia.gov>
Date: Wed, Apr 22, 2020 at 6:31 PM
Subject: THANK YOU
To: <DSS_LICENSING@listserv.cov.virginia.gov>

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COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

April 23, 2020

Dear Assisted Living Directors and Staff:

Thank you for your hard work, dedication, sacrifice, and selflessness as you care for residents during the COVID-19 crisis.

Your jobs are challenging under normal circumstances, but never more difficult than they are now. You are being asked to risk your own health to take care of our most vulnerable citizens, and you are doing so willingly. At this uncertain time, your residents may be anxious, confused, lonely, or sick, and, with their families unable to visit, you are the ones providing them comfort, in addition to addressing their physical and mental needs.

It takes more than an ordinary sense of duty to do the jobs you do. Every single day you show up and you show us the best of humanity with your courage, compassion, encouragement, patience, and love for your residents.

It's been said that bravery is not the absence of fear, but action in the face of fear. You are some of the bravest people I know. The Division of Licensing Programs sees you and the work you do, and we send our most heartfelt gratitude. If there is anything we can do to help, please don't hesitate to reach out.

Sincerely,

A handwritten signature in black ink that reads "Tara D. Ragland".

Tara D. Ragland, Director
Division of Licensing Programs