



June 5, 2020

Dear Family Member,

We continue to see very positive outcomes from the measures we have put into place to prevent the spread of COVID-19. You may have heard that hospitals are mandated to test all patients prior to discharging them to a nursing home. This has given nursing home a level of comfort when trying to decide who can be admitted. Many times we are going a step above, and retesting once they have been admitted to the ECF as an additional precaution so we do not introduce COVID-19 to our facility. We have begun our third week of staff testing. As of today we have not had any positive resident or staff cases of COVID-19.

Many families have reached out to us inquiring when the visitation restrictions will be eased. I'm sorry to say that we have not had any guidance from the Department of Health as to when or how this will look. Some families have asked if they could meet with loved ones outside and I'm sorry to say that this is not an exception to the "no visitor" policy. Once we hear any specific guidance, I will surely communicate that with you as well as our residents. I would like to encourage you to call your loved one's floor and schedule an iPad video chat. This call will need to be scheduled so that a staff member is available to help our residents connect with you. Several families have voiced that it is unnecessary for our staff to call three times a week with updates. Beginning next week, our staff will most likely only be reaching out to you for an update once a week.

Some of the services that we stopped temporarily due to COVID-19, like dental and podiatry are beginning to start up again over the next couple weeks. Unfortunately, the hairdresser is not one of those services. We are hoping the Department of Health will give further guidance regarding this service soon.

As always, please feel free to reach out to me if you have any concerns. I thank you for your continued support.

Sincerely yours,

(Fred) Fortunato Scerbo III

Administrator