

Dear Families,

As we enter into Week 3 of our COVID-19 response, we would like to assure you that we continue to have no positive cases within our resident or staff populations. We also assure you that we will notify you should any resident test positive as is the requirement from the Department of Health.

We continue to check the temperatures of all employees and screen upon entry and exit of the building to ensure that there are no known symptoms prior to them entering the resident population. We are also continuing to check the vital signs of each resident every shift.

We have made designated spaces to isolate any of our residents that may show symptoms. We will isolate them and perform the test onsite and will care for them while awaiting results. We will then continue to care for them in isolation unless they require hospitalization. We will also test any other resident that may have been in contact with them. As per the CDC, we may also cohort residents with positive results.

We are taking admissions only on a case-by-case basis as long as there are no respiratory issues or concerns. All admissions are screened prior to acceptance. If our residents require hospitalization, we will readmit once they are no longer considered to be acute. If there is a need to continue isolation upon return, we will evaluate our room availability and respond accordingly.

We are also initiating a Universal Masking Policy based on recommendations made by Federal and State officials. This policy would mandate that all staff, regardless of position, must wear a mask while in a resident area. All physicians, Nurse-Practitioners and Hospice Caregivers are expected to wear masks upon entry into the facility, as well as any staff that may also work in other facilities. Our goal continues to maintain a COVID-free environment.

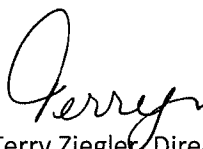
We are actively linking our residents with their families via FaceTime, Skype and phone calls. We realize this dims in comparison to an actual visit with you, but we know that it is appreciated in the meanwhile. We currently have two (2) iPads we're using, but I would like to suggest the possibility of asking for your generosity in donating funds to purchase more of these tablets? There are so many ways that we can use them; from increasing the amount of visual electronic contact with you to using them with our physicians for a Telemedicine Conference Call. We can also use them with our residents to do games, music or activities as well as being able to reach out to a loved one for any reason. If you would like to consider donating, please call us for more information.

We take the responsibility of caring for our residents, your loved ones, very seriously. We consider ourselves to be their 'second' family and we hope you know that we are loving them in your absence. We are committed to see this through with you. Thank you for your continued support and trust during this difficult time for all of us....

We feel your love,



Michelle Knobloch, CEO



Terry Ziegler, Director of Nursing