



Date: 11/13/2020

To: All Residents, Associates and Family Members

From: Bruce R. McNabb, Executive Director/Administrator

Re: Covid-19 Virus Cases Identified

Over the last week, two residents and one associate in the Assisted Living area have tested positive for the COVID-19 virus. We also had one resident in the nursing home test positive for the COVID-19 virus as well as an associate in the kitchen who serves both the assisted living and nursing home. The associates, who are asymptomatic, are in quarantine at home and the residents, who displayed symptoms, are in isolation in the in accordance with the guidelines from the Centers for Disease Control (CDC) and the Ohio Department of Health. All of the residents and associates in that area have been re-tested to assure there are no more positive results.

We continue to uncover cases that would not have been identified previously due to the expanded guidelines for testing implemented by the Centers for Medicare and Medicaid Services (CMS) as of August 26, 2020. During this pandemic, the best way we can manage the health and safety of our residents is to identify those who test positive so we can respond immediately with the appropriate protocols.

Out of an abundance of caution, separate areas of the community have been established as a COVID-19 isolation unit on both the nursing home and the assisted living for

residents who have tested positive. Please be assured that we are closely monitoring this situation and the following action items are in place:

- Monitoring resident/associate travel
- Cleaning and disinfection of all common spaces and high touch areas
- Canceling community activities and programs
- Dining venues are currently closed
- Restricting facility visitation
- Employing the use of facemasks, hand hygiene and social distancing
- Screening all residents, associates and essential visitors/vendors
- Encouraging only medically necessary resident travel off-campus
- COVID-19 testing all residents and associates every 3-7 days until testing identifies

no new cases of Covid-19 infection among associates or residents for a period of at least 14 days since the most recent positive result .

We are grateful for the prayers and letters of support we have received from the residents and their families. We are blessed to have such caring and dedicated associates on our team. While it is hoped our continued actions hinder the virus, we continue to assess, plan and prepare to effectively as changes occur.

Concord Reserve continues to promote the importance of protecting seniors and other vulnerable populations. We are constantly educating residents and associates to follow CDC guidelines of practicing proper hand hygiene and social distancing to prevent the further spread of COVID-19. Concord Reserve will also be temporarily suspending all outside visitation until further notice.

Recognizing that many families have not been able to do in-person visits for their loved ones for quite some time coupled with the fact that cold weather will soon be upon us, we are in the process of making what we will call a “visitation booth”. This visitation booth will be

inside one of the entry doors to our facility where a family member can enter a door that leads only to the visitation booth which will be separated from your loved one through plexiglass. This way, your visit will be located where it is warmer and out of the winter elements. We anticipate that the booth construction will be completed within a week and we will be scheduling time to use the booth. More information on how to schedule and timing of the availability will be forthcoming.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Bruce R. McNabb, Executive Director/Administrator

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