



May 1, 2020

Dear Friends and Family of StoneRidge Towne Centre:

As our nation, Pennsylvania and local communities deal with the coronavirus pandemic, we want to provide you with an update on how it has impacted our community and the steps we're taking to address it.

We have felt the virus's direct effects here at StoneRidge Towne Centre. Since our initial notification, we regret to report that we have lost four residents to this virus. Families of those who were sick were continually notified of their loved one's condition, and opportunities to see them and be with them were provided. We mourn with them as they deal with the pain of such a loss and ask you to keep them in your prayers.

We currently have seven COVID-19 cases, which are located in the skilled nursing facility on Healthcare 1, Healthcare 2 and Healthcare 3 Units. When a resident is diagnosed with COVID-19, we take great care to ensure they're made comfortable in an isolated setting and are under staff supervision. While caring for residents in isolation, staff wear full protective equipment, including medical gowns, gloves, eye protection and masks, and are restricted to working solely in their units.

Nine staff members working in our StoneRidge Towne Centre have tested positive since the onset of the Pandemic. StoneRidge is following the "Criteria for Return to Work for Health Care Personnel with Confirmed or Suspected COVID-19" guidance issued by the Centers for Disease Control and Prevention (CDC). We have contacted all people who have come into contact with these employees and have taken every precaution indicated prior to and after the COVID-19 diagnosis.

As the number of overall cases in our country and Pennsylvania increase exponentially, we expect there will be additional cases at our facility because this disease especially impacts people who live in communal settings.

Please know that we have followed, and will continue to do so, all guidance set forth for privacy, patient care, employee safety, and efforts to stop the spread of COVID-19 as provided by the Pennsylvania Department of Health (DOH) and the federal Centers for Medicare and Medicaid Services (CMS) whom we remain in constant contact. These guidelines can be found at:

<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Nursing-Homes.aspx>

While we strive for transparency in everything we do, please know that we are bound by federal guidelines under the Health Insurance Portability and Accountability Act (HIPAA), which protect the privacy of our residents, who may not want their condition known or made public. Our medical team follows all established federal laws in notifying families of any change in their loved ones clinical condition. Our residents and staff safety are our first priority.

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Prior to each shift, staff are required to wash their hands, take their temperature and answer a series of questions to ensure they are not exhibiting any known COVID-19 symptoms. Employees also take their temperatures at the conclusion of their shift. Any employees who develop symptoms during a shift are immediately sent home and do not return to work until they complete the necessary follow up with their physician or county health officials. This process is also followed for outside vendors and agency workers, though these visits have been significantly curtailed to only those which are necessary for safety or comfort measures.

We also conduct a rigorous sanitation regimen that follows, and in some cases exceeds, all state and federal guidelines. We have increased the daily volume of cleaning done in common, medical and residential areas. All protective and medical equipment are thoroughly cleaned and disinfected.

Although this can be a challenge at times when providing medical care, our facility continues to practice safe distancing guidelines by limiting the number of people in one area and maintaining 6 feet of separation. Doors are shut in common areas to discourage group gatherings. Dining areas are closed or for those who require additional staff support to eat or complete their meal safely are assisted while maintaining at least a 6 foot separation between tables and residents. Meals are available for pickup or delivery to residents and staff.

StoneRidge Towne Centre appreciates your understanding as we continue to vigorously enforce the commonwealth's decision to restrict all visits into the facility at this time. This is certainly frustrating when wanting to see loved ones, but we want to do everything in our power to keep our residents healthy. We continue to encourage family members to communicate regularly through Skype calls, phone calls, and emails. For more information on scheduling virtual visitation, please contact a member of our social service department at 717-628-5520 for residents in health care or personal care.

We will continue to provide you with updates as the status of our residents and staff change. Please note that if there are any concerns related to your loved ones clinical status or risk of direct or indirect contact with someone who is positive or suspected to be positive with COVID-19, the facility will contact you by telephone individually to update you on the risk and answer any questions you may have. Following this initial written notification, daily updates related to facility COVID-19 activity can be found on our website at www.stoneridgeretirement.com or by calling 717-866-3200 and pressing "6" on your telephone keypad to access the COVID-19 recorded message. Updates will be completed by 12:00 Noon each day and will reflect any resident or staff activity through 8 a.m. that day. On behalf of the entire Team at StoneRidge Towne Centre, I want to thank each of you for your continued patience and prayers. It is truly appreciated in such a time as this.

Sincerely,

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Vice President of Skilled Operations and Clinical Services
StoneRidge Retirement Living Communities

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