



May 14, 2020

Dear Residents and Families/Representatives,

We want to take this opportunity to update you regarding COVID-19 and our facility. As always, but especially now as we deal with the new coronavirus pandemic, we strive to be timely and transparent in the information we provide. As such, please read the information below so that you are aware of what is going on in our facility and know the steps we are taking to keep our community safe.

CURRENT COVID-STATUS

As of today, two staff members have tested positive for COVID-19. We reported these cases to the required health officials and are working closely with them to prevent further spread of COVID-19 in our facility.

WHAT WE ARE DOING

The safety of our residents and staff is our top priority and we will continue to follow the recommendations and guidance of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering.
- Residents are continually monitored.
- Housekeeping is performing regular deep cleanings of the facility.
- Staff receives education and wears personal protective equipment (PPE) as recommended by the CDC.
- Group activities have been suspended and staff is providing individual activities for residents.
- We are implementing isolation protocols as required.
- We encourage staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

FUTURE COVID-REPORTING

In an effort to provide you with up-to-date information about COVID-19 in our facility, we will notify residents and representatives of newly confirmed cases of COVID-19 as well as when three (3) or more residents and/or staff present with new onset respiratory symptoms that occur within seventy-two (72) hours. We will also update you with any new steps we are taking to prevent and reduce the risk of transmission of COVID-19.

To ensure that all parties are notified as quickly as possible and have access to the most recent notifications, **we will post all updates on our facility website at hearthstonenn.com** under the COVID-19 information tab. We will provide specific updates to representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19.

CONTACT US

We understand these uncertain times bring up many questions, and while we are making every effort to provide you with as much information as possible, we are happy to answer any questions you have. Please feel free to contact us directly at 775-626-2224.

Sincerely,

A handwritten signature in black ink, appearing to read 'Susan Magluilo', written over a light blue horizontal line.

Susan Magluilo
Administrator