



April 11, 2020

Re: Hilltop Assisted Living Facility COVID-19 Update

Dear Resident, Staff, & Family,

On April 9th, United Methodist Homes Hilltop Campus provided you with communication regarding our first case of COVID-19 among one of our employees on our west side assisted living facility. We had also contacted the department of health and continue to work very closely with them implementing every possible measure to contain its spread. We have been diligently implementing every precautionary measure set forth by the Centers for Disease Control and Prevention (CDC) and Centers for Medicare and Medicaid Services (CMS), and have been working with the Department of Health and epidemiologists.

We had immediately traced back potential exposures reaching out directly to the responsible parties of residents of this area including those with potential exposure. Every resident and staff were placed on close surveillance for the development of any symptoms of COVID-19. Subsequently, we had four residents who developed symptoms and tested positive. Of these residents, one is being treated in the hospital for reasons un-related to COVID-19. Three other residents are being cared for in place under isolation on the unit with strict adherence to infection control protocol and use of personal protective equipment. The entire unit is on isolation and in addition, every other resident on our west-side is strongly encouraged to stay in their rooms. All non-essential staff have been restricted from the unit to further eliminate any other potential exposure and unnecessary traffic.

The on-going welfare of our residents and staff remain our utmost priority and we are doing *everything* possible to contain the spread implementing every measure recommended by authorities. We want to assure everyone that our staff remain committed and dedicated to keeping your loved one safe and our infection control team continues to work tirelessly to keep our community safe. I want to remind you that our staff and campus liaisons are here to keep you updated on your loved one and can assist with keeping you in contact with them.

Again, we respectfully ask that our residents and staff do *all* that they can to support our community by following the recommendations set forth by the CDC: Social distancing, washing hands for at least 20 seconds with soap and water, self-isolating if showing any signs or symptoms, and seek medical assistance as necessary. Thank you all again for your support and understanding during these unprecedented times.

To expedite more timely communication, any further updates will be provided through our website and we encourage one to refer to that page for the most up-to-date information at:

<https://www.unitedmethodisthomes.org/coronavirus-precautionary-information/>.

If you have any questions, please feel free to reach out to me at 607-798-7818 ext. 210.

Sincerely,

Ron Patti, Executive Director, Hilltop Campus