



MEMORANDUM

April 16, 2020

Re: Hilltop Assisted Living Facility COVID-19 Update

To: Our Resident, Staff, & Family:

From: Ron Patti, Executive Director Hilltop Campus

United Methodist Homes Hilltop Campus provided you with recent communications regarding our first employee and subsequent cases of COVID-19 among our residents of our west-side of the campus in our assisted living facility. Despite early and diligent implementation of all precautions and guidelines set forth by the Centers for Disease Control (CDC), the Centers for Medicare & Medicaid Services (CMS), and Department of Health, we experienced our first cases and as communicated, continue to work very closely with our local authorities to contain and minimize the spread.

We want to remind everyone, that the safety of our residents and staff remain our top priority and we are working very hard following every step as guided to prevent the spread throughout our campus. We have a dedicated taskforce and infection control team working diligently following all guidance as it is set forth. To date, the cases remain confined to one area of the assisted living facility. We continue to adhere to strict isolation protocol and continue to closely surveil all of our residents and staff for symptoms.

We believe it is imperative that we keep our residents and their loved ones informed. As indicated in prior communications, our website can serve as a platform to provide you with pertinent updates. To date, we have been successful in containing the virus to one area of our facility. However, as is typical with this virus, we have seen an increase in positive cases among residents and staff on the unit and the entire unit remains on strict isolation. On a positive note, most of the residents who have the virus are exhibiting very mild symptoms.

We remain committed to keeping our residents safe, at ease, and connected to their families as our no-visitor policy must continue. Our staff liaisons are available to help you stay in touch with your loved one and provide you with any updates. I encourage you to reach out should you have any questions or concerns. As always, you may reach me at 607-798-7818 ext. 210. Thank you again for your continued support and understanding during these most difficult times.