



MEMORANDUM

DATE: APRIL 21st, 2020

TO: ALL RESIDENTS, FAMILIES & STAFF

FROM: RON PATTI, EXECUTIVE DIRECTOR, HILLTOP CAMPUS

RE: COVID-19 HILLTOP UPDATE/NYSDOH APR 19th MANDATE

Hello everyone,

I'd like to take a moment to provide you with pertinent updates regarding the Hilltop Campus and communications as the COVID-19 pandemic continues. Early on in the pandemic, we provided and continue to provide you with communications related to COVID-19.

Announcements regarding the virus and early precautionary and preventative actions taken by UMH was communicated (e.g. implementation of visitor restrictions, precautionary infection control and prevention measures set forth by the CDC, CMS, and local and state DOH). Recent communication and phone calls were made to all of our residents and families regarding our first and subsequent positive cases of COVID-19 on the Hilltop Campus in our assisted living facility. As prior communications had outlined, we responded very quickly implementing all guidance to prevent the spread as set forth by our governing authorities.

We understand it is very difficult not being able to visit your family members in person. Our campus liaisons continue to devote their time to keep you informed of your loved ones' status, facilitate FaceTime calls, as well as provide latest developments. I wanted to take this opportunity to inform you of the most recent mandates from the NYS Department of Health regarding family communications during this pandemic. The following is an excerpt from the latest mandate set forth April 19th:

"Executive Order 202.18 provides that any skilled nursing facility, nursing home, or adult care facility licensed and regulated by the Commissioner of Health shall notify family members or next of kin for all residents if any resident tests positive for COVID-19, or if any resident suffers a COVID-19 related death, within 24 hours of such positive test result or death. Financial penalties may be assessed for violations, pursuant to Executive Order 202.19."

Additionally, new guidance from CMS requires a weekly update at a minimum for all nursing centers.

To date, we have been getting positive feedback from our residents and families regarding our current level of communication and the care we are providing. As mentioned above, numerous phone calls, letters and several follow up calls have occurred. We also continue to use our website to post pertinent announcements or updates. In accordance with the above referenced new guidance, we will be reaching out to you in the event of any change at all in the

current number of positive cases of COVID-19 in any resident, or in the unfortunate event of a resident death related to COVID-19 in any resident. Because we must continue to honor the privacy of every resident and remain compliant with HIPPA, the information provided will be very generic in nature (e.g. # of new cases and general area of the facility). Your liaison will be calling and offering you options for best way and preferred method of contact for these updates.

We want to assure everyone that we continue to work very hard to keep our residents and community safe. We continue to employ every possible measure to further prevent the spread of the virus throughout our campus. As of this date, we do not have any cases in our James G. Johnston Memorial Nursing Home or any of our independent living areas. We have been successful in containing the cases to the assisted living where the unit remains under strict isolation precautions. We continue to have an ample supply of PPE to protect our residents and staff.

Lastly, we continue to be very appreciative of all your support and understanding during these most challenging and difficult times. Thank you for all of the kind words of support from our residents, families and community. Myself and my staff remain very grateful. As always, please do not hesitate to reach out to me at 607-798-7818 ext. 210.

Sincerely,

Ron Patti

Executive Director