



April 9, 2020

Dear Resident, Staff, & Family,

United Methodist Homes Hilltop Campus remains concerned for the ongoing welfare, safety, and health of our residents and staff. The COVID-19 pandemic continues to affect all businesses across our country posing significant concern among senior living facilities. Since its outbreak, we have been diligently following and implementing all precautionary measures 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.

We have taken this threat very seriously and continue to work tirelessly to ensure the ongoing safety of our residents and staff. Despite best practices and strict adherence to all guidelines set forth by the CDC, CMS and the Department of Health including implementation of a no visitor policy, active screening of all staff prior to the start of shifts, suspension of all group activity and communal dining, use of personal protective equipment (PPE) and increased sanitation protocol, on this date we learned that one of our staff members of our west side in the assisted living facilities tested positive for COVID-19. We are tracing back any other potential exposure and have placed this staff member out on quarantine immediately. We continue to closely surveil residents and staff for symptoms. We have notified public health officials and continue to follow procedures recommended by the CDC. We have also been in direct contact with any resident/emergency contact if their loved one has had potential exposure and in need of testing. If you have not received a call, then your loved one did not have potential exposure.

We are taking every step as recommended by authorities to contain the spread. We want to make residents, their families, and our dedicated staff aware of this situation and reassure everyone that we are on top of it. Developments are changing day by day and our dedicated taskforce is working tirelessly and continuously to implement any protocols as they are set forth. Our campus liaisons remain available to keep you updated on your loved ones' status. We have iPads available for our residents to FaceTime with their families and we are here to assist in those connections any way possible.

Our focus remains on the health and well-being of our community. We must also recognize our team for the concern and commitment they have shown to our residents and each other during these challenging times. Our mission has never been more meaningful. We 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 for your support. We will provide updates and pertinent information on our website and encourage one to refer to that page for any further updates 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