



March 16, 2020

To Our Residents and Family:

As details surrounding Coronavirus (COVID-19) advance, we wanted to take a moment to provide more details on how Altercare continues to handle this evolving situation. We recognize the importance of communicating each and every step that is taken to protect our residents and employees.

Over the past several months, Altercare Integrated Health Services has implemented the following measures:

- **January, 2020:**
 - Initiation of Chief Medical Officer (CMO) and nursing leadership research, strategy and prevention meetings.
 - CMO education on Coronavirus and proper precautions presented to Executive Directors and Directors of Nursing Services company wide.
- **February, 2020:**
 - Initiation of Altercare COVID-19 Task Force with weekly meetings.
 - Active monitoring and implementation of recommendations by the Centers for Disease Control (CDC) along with other state and local agencies.
 - Assessment and evaluation of Personal Protective Equipment (PPE) and other preventative resource needs initiated.
- **March, 2020:**
 - Each Altercare facility launched visitor restrictions: no minors, no visitors showing signs/symptoms of illness, travelers outside of the country in the last 14 days also prohibited from entering facility on **3/6/20**.
 - Ongoing education provided by CMO, CNO and VP of Nursing provide company wide.
 - Routine communication efforts established for resident, family, hospital partners, and employees.
 - COVID-19 alert notification added to company intranet to keep all staff up to date on information.
 - COVID-19 specific signage provided company wide with emphasis on hand washing and other infection prevention strategies.
 - Each Altercare facility implemented enhanced Visitor Policy to protect our residents and staff on **3/11/20**. The revised policy restricts all visitations to only essential medical personnel. Exceptions are to be reviewed by the Executive Director.
 - Cancellation of resident activities and events in and outside of facilities as a precautionary measure.
 - Initiation of daily COVID-19 company wide Huddle Calls for staff on **3/12/20**.
 - Regular participation in expert led best practices meetings with:
 - American Health Care Association (AHCA)



- Ohio Health Care Association (OHCA)
 - The Centers for Disease Control and Prevention (CDC)
 - The Centers for Medicare & Medicaid Service (CMS)
 - The Ohio Society for Post-Acute and Long-Term Care Medicine's (OMDA) COVID-19 Task Force
- **Effective 3/12/20 – Enhanced precautionary measures based on recommended guidance**
 - Screen all vendors, providers, ancillary services, and pastoral care ministers for signs/symptoms of respiratory illness; includes physicians, APNs, ancillary services, agency staff, delivery drivers, surveyors, Ombudsman, etc.
 - Postpone Memorial Services
 - **Effective 3/14/20 – Implemented additional measures based on revised guidance by CMS.**
 - All individuals other than essential health care staff and visitors for end-of-life situations (including pastoral care), should no longer enter skilled nursing facilities (SNFs) until further notice. **Note:** Visitor screening and illness limitations remain in place.
 - Group activities and communal dining also cancelled companywide.
 - Limitations on therapy gym usage established to promote safe and social distancing, in room services provided based on individual patient needs.
 - **Effective 3/16/20 – Screening measures implemented for Altercare and ancillary company employees. (Absolute, Valor etc.)**

We will continue to stay alert and prioritize these updates and recommendations as released by the CDC along with state and local agencies in the days and weeks ahead. The safety and wellbeing of our patients, residents, and employees remain our top priority during this time.

Thank you for your patience and understanding.

Sincerely,

Deanna N. Hatfield, MSN, RN, NE-BC

Chief Nursing Officer

Altercare Integrated Health Services