



September 29, 2020

To Our Residents, Employees and Family Members,

Today I'm taking a brief pause to extend a much deserved thank you to our residents, employees and their families. Our residents have shared their confidence and smiles in the face of fear and uncertainty. Our families have displayed amazing support and understanding. Finally, the incredible dedication and consistent focus from our staff is shown daily. Today, I am fundamentally inspired by our community as we continue to face the challenges of COVID-19, together.

While no healthcare environment in today's world is immune to this terrible virus, Altercare remains steadfast in our efforts to ensure our care matches the level of quality and safety that is needed by our communities served. Over the past six months, we've established important processes to support our centers. Some efforts include the launch of our COVID-19 Dashboard on the website to enhance transparency, Personal Protective Equipment (PPE) supply management, and identifying a new role in clinical leadership to focus specifically on infection prevention policies and regulations.

These are important steps Altercare has taken during the pandemic, but we're not stopping here. We are committed to evolving as long as the virus remains a threat to our communities. Among many other projects, below are just a few priority enhancements we are currently developing:

- **Indoor Visitation** - CMS has issued guidance for nursing homes allowing indoor visitation. We continue to work with state departments of health to stay up to date with health guidance. When the status of visitation at our center changes, we promise to provide information on this process as soon as possible.
- **Bipolar Ionization** –Proved to be a viable and safe solution, this cleaning treatment seeks to improve air quality and combat germs and viruses in facilities. Our teams are diving deep into the installment of Bipolar Ionization devices in Altercare centers.
- **Broad Use of New Testing Resources** – In combination with our traditional method of diagnostic testing supported by local laboratories, we now own state provided rapid testing devices, or Point of Care (POC) testing units and look forward to new efforts underway regarding antigen testing. As guidance and recommendations are provided, we will work to aggressively address our testing options to ensure our residents and staff are supported every step of the way.

Please know that we are doing everything possible during these uncertain times to ensure your safety and well-being. Should you have any questions, please feel free to contact the Executive Director at your care center or our Care Line at 1.800.464.0157.

Sincerely,

Gregory R. Colaner
President

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