



November 19, 2020

To Our Residents and Family Members,

Thank you for being part of the Altercare family. With the increase in community COVID-19 cases in recent weeks, I am providing this update on several COVID countermeasures at Altercare. Through the course of the pandemic, we have faced many challenges and success in managing what we hope will be a once in a lifetime experience.

We are installing advanced air cleaning systems. Referred to as Needlepoint Bipolar Ionization (NPBI), this technology works with the existing ventilation system to safely release ions into a building's air without generating ozone or other harmful byproducts. Independent laboratory tests show NPBI as safe and effective at removing dust, dander, pollen, smoke, mold, bacteria and viruses. We are in the process of installing this viral defense system in every room at every Altercare, providing safe and healthy air for years to come.

In reference to vaccines, we're thrilled by the recent news reports regarding Pfizer and Moderna's vaccine trial results showing 90% or greater effectiveness in COVID-19 prevention. Altercare, in partnership with Absolute Pharmacy, is in a position to make vaccine availability for residents and staff a priority.

While focus on physical environment and vaccines are essential, we know emotional fatigue greatly affects our residents and families. Social connections like hearing a familiar voice and laughing together lift the spirit and are vital to overall wellbeing. It was a joy seeing families reunite outdoors during warmer weather. We know this personal connection is important and we have made accommodations for indoor visitation. These accommodations come with appropriate safety measures and regulatory compliance based on community impact and positive cases. On the subject of resident outings to attend family gatherings over the holidays, the CDC released guidelines this week that includes a strong recommendation to not leave the facility during the health emergency due the associated risks that are presented.

Finally, we appreciate the feedback you've provided, as we're always looking for ways to improve the Altercare experience. To that end, you may soon hear from our new Customer Satisfaction Program via phone or by email. We would appreciate you taking a few moments to share your perspective that will provide us valuable feedback on your experience within our care setting. For clarification on any topics addressed in this announcement, please contact the Executive Director for more detail.

At Altercare, we're dedicated to providing a safe, compassionate environment for our residents. We appreciate your continued understanding and support through these difficult times. We look forward to the day we can put the threat of COVID-19 behind us. For now, you and your family will remain close at heart as we brave this new phase of the pandemic together.

Thank you for your continued trust in Altercare.

Sincerely,
Gregory R. Colaner
President