



June 19, 2020

Dear Friends and Family of The Residence,

As this letter comes to you, it has been over two weeks since our staff member tested positive and over a week since our one resident tested positive. Since that time, we have continued to test residents and have had no other resident tests show a positive result. We did receive notice Thursday afternoon that our Personal Care Administrator has tested positive. She has been out of the building since last Sunday when she first recognized symptoms.

For over a week, we have been expanding protocols and protection precautions to protect residents and staff. These have included not having residents in any public area nor gathering in any groups. Understanding that this is difficult on residents, it is a precaution to prevent spread.

Retesting will be conducted on all residents and staff this week, which will also meet the state requirement for baseline testing of all long-term care staff and residents. Based on federal and state guidelines for testing, an incubation period must be observed from the last possible exposure to a positive person before retesting. Testing is scheduled to occur on Wednesday. Because of the slow turnaround with the current testing service, we have contracted with a service provider that will come onsite to do testing and will turnaround test results faster. While we are testing the entire Campus next week, because of the known positives experienced in the PCH, those residents and staff will be prioritized for testing. We hope to have those tests late Thursday or on Friday. Families will be contacted as soon as the results are received.

The Department of Health assisted in obtaining a review of our infection control protocols, particularly those in place for COVID. Four staff from the US Public Health Service, which is overseen by the Surgeon General, visited our facility on Friday. I met with them for five hours, reviewing our building layout, policies and procedures, responses to positives and touring and observing our building. The team commended The Campus' preparations and response, stating at exit that we have done an "excellent job". Again, they commended us on everything from our inclusion of physicians and frequency of our taskforce to the depth and implementation of our protocols and, finally, their observations of the staff observance of those protocols.

They are returning Monday and Tuesday to fit test the staff N95 masks to add an additional layer of protection and will share any suggestions they have from the notes and observations of Friday. With the return of our PCH Activities Coordinator anticipated in the next couple of days, we also discussed some of my and Jasmine's ideas for working with the residents to safely give them more opportunities for socialization in the days ahead.

As we discuss socialization, I must remind everyone that while the Governor has moved Dauphin County to the “green zone” for business and other purposes, the state DoH and CMS has remained adamant that long term care facilities remain closed to outside visitations. Again, with Michal’s return, we hope we can expand our use of virtual visits and encourage the “window visits” as well.

Our COVID Taskforce team, made up of administration, senior nursing staff, and several of our physicians who see residents in the SNF, have met numerous times each week since early March to review guidelines and best practices. We continue to meet to adjust current protocols and adopt new ones as new information comes available.

While I announced plans for a video conference in the June 12th update letter, we were unable to do that due to the Administrator’s illness, the other protocols we were implementing this week, and the importance of the infection control inspection on Friday. We understand you have questions and concerns and the letters may not answer all of those. Every attempt will be made to schedule a conference in the days ahead. While she is out, Jasmine has remained active in communicating with staff, residents, and families, and is available for questions.

We are sending this both by email and hard copy. If you are not on our email list, you are encouraged to sign up for our emergency contact list by providing your email address to Jack Walker at jwalker@jhgh.org. This will allow you to receive our communications in a timelier manner.

You are also encouraged to contact either Jasmine Staten, PCH Administrator, or me with questions. Again, Jasmine has remained very active as she recovers.

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For the most up-to-date information regarding COVID, please visit the CDC website at <http://www.cdc.gov/covid19>.

Thank you for your patience and understanding as we continue to work diligently to keep our residents and staff safe during this pandemic. Staff have appreciated the support and encouragement shown by families and others throughout the last several months.

Sincerely,

Allen

Allen Geckle, CEO