



July 3, 2020

Dear Friends and Family of The Residence,

I hope this week's letter finds most of you enjoying a restful July 4th weekend. The staff in the PCH continues to work tirelessly to provide the physical and even the emotional care needed by our residents. We all look forward to the day that we can open our doors again and return to some level of normalcy.

As of Friday, there are no new or suspected cases of COVID in the personal care home. Staff continue to care for the five residents who tested positive during the June 24 testing, and those residents have been isolated. Staff diligently follow protocols regarding protective equipment and sanitation. The two staff members who tested positive in June are still out of the building and will not return until they have received two tests that are negative for COVID.

With the recent return of Michal and Karen in Activities, some residents have been able to get outside for brief periods of sun and socialization in the past week. These two have also assisted Nursing with some other tasks, which still limits time spent with residents. They will also help with additional Facetime and other virtual visits for family and residents.

Because of the positive cases, we will be testing all staff and residents on a regular basis beginning with a building wide test early next week. We are working both through private testing companies and the government to obtain the testing supplies and lab capacity needed to carry out this testing.

We are often asked if there is anything family members can do to help. I will give you two small ways you can help that can have a tremendous impact. Please keep in regular contact with your loved one living in The Residence. The residents are spending so much more time alone in their rooms, which increases their anxiety and depression levels. Continued contact from you will help. Also, please reinforce that staff are doing all that they can to attend to them as quickly as possible, and we ask for patience from residents waiting for staff to attend to them.

For those who have private duty aides with a resident, please reinforce to those aides the need to follow the proper protocols that are in place for wearing and preserving the protective equipment that we have provided and the need to be flexible and follow the protocols for retesting. This will help in both containment of the virus and in the eventual reopening.

Again, staff have been wonderful in their efforts and dedication. We have attempted to add additional help through agency to give staff a bit of relief, but as hard as help was to find before

the pandemic, it is even more difficult in the current climate. Jasmine works on scheduling daily and has been able to obtain some additional help which has helped.

We are sending this update 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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| Allen Geckle, CEO | 717.441.8556 | ageckle@jhgh.org |

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