



August 21, 2020

Dear Friends and Family of The Campus,

Again, I am happy to report that there are no confirmed cases of COVID among the residents of either building, nor are there any current residents “under suspicion” for COVID based on symptoms. As a precaution during the pandemic, we have tested numerous residents based on symptoms even when those symptoms are also consistent with other illnesses.

To date, there have been six residents in the personal care home who have tested positive, all of whom have now tested negative or are no longer in the facility. No resident of the skilled nursing home has tested positive since the start of the pandemic.

Since March, six staff members have tested positive for COVID – three from the personal care home, two from the skilled nursing facility, and one from the kitchen. Four of the six have been medically cleared and have returned to work and two remain out of the building.

In speaking with my colleagues from the LeadingAge PA Board of Directors across the state, these results (both residents and staff) are outstanding and are a testament to the preparations and protocols The Campus has implemented, and a testament to the diligence of our staff in performing their day to day duties safely. Statistics from across the country also demonstrate how well our staff have performed.

Safety of both residents and staff is our top priority, and our taskforce is constantly meeting and discussing new information as it evolves and monitoring the changes in the recommendations and requirements put forth by the oversight bodies of our industry.

This has been extremely difficult on the residents, the families and friends of the residents, and the staff. We are working hard to reach a point where we can invite visitors back for in-person visits in accordance with the requirements laid out by the various federal and state regulatory agencies. In the meantime, we continue to encourage you to stay connected with residents by phone, working with our Activities staff to have virtual visits, or by visiting through windows from outside the facility.

As we work toward “reopening” in accordance with state guidelines, there are three “Steps” which allow for more services and community activities. Those steps require a clean test of all staff and residents at intervals of at least 14 days. We are preparing for a full-scale test on August 27-28. If that shows no positive cases, we can move to “Step One”. At any point in time there is a positive COVID test, we would be required to revert to what we call “Ground Zero” or “Pre-Step One” and would need to go through the three steps again. The steps include:

- One: activities with five or fewer residents; limited communal dining if possible
- Two: activities with ten or fewer residents; limited communal dining; some non-essential outside services (Healthdrive, Hearsay, hospice, volunteers); outdoor visitations with restrictions (designated areas, no physical contact, social distancing, etc.)
- Three: large activities where social distancing can be observed; communal dining with proper distancing; non-essential outside services; indoor visitations with restrictions (designated areas of the buildings).

Once the next test results are received, we can provide more information on how we will proceed.

Over the last five-plus months, I have watched staff throughout The Campus perform their jobs under the most trying and difficult conditions I have seen in over two-decades of working in this industry. They have done so with devotion and dedication to the residents and families we serve. I am often asked what family members can do for the staff. While food is always welcomed by staff (!), the response I often receive from the staff is how much the notes mean to them. Simple acknowledgement of what staff are doing and dealing with has a tremendous impact and helps to keep them motivated.

If you wish to send a short note, they are shared with staff on bulletin boards and by other means. If you wish to send a short video, you can record a message on your phone and send it to Jack Walker (jwalker@jhgh.org) and Jack will have it uploaded to be viewed by staff. These small gestures really make a difference.

Again, we know this separation has been difficult on everyone, and we appreciate the patience and the faith in our team that you have demonstrated. We look forward to reopening our doors and having you with us again as soon as possible.

As always, if you have any questions, you are encouraged to contact me, Kristina (NHA) or Jasmine (PCHA).

Sincerely,

Allen

Allen Geckle, CEO