



Coronavirus (COVID-19) Information Update
Team Member Positive Case of COVID-19
Friday, May 8, 2020- 6:00 PM

As our nation, Pennsylvania and local communities deal with the coronavirus pandemic, we want to provide you with an important update on how it has impacted our community in a new and direct way.

Today, we received notification that a Lakeview Personal Care direct-care team member has tested positive for COVID-19. The team member is asymptomatic- which means they are not showing any symptoms- and is currently off-campus and recovering at home. The team member was last on campus at 7:45 AM on May 8.

At this time, we have identified all residents who have been in direct contact or had a potential exposure with this team member, and their responsible party/family have been notified. Additionally, we are communicating with all residents in the community, team members, and family members of Lakeview Personal Care and Meadows Health Care Center residents.

We believe that the exposure risk to residents within Meadows Health Care Center and Residential Living is low.

While we strive for transparency in everything we do, please know that we are bound by federal guidelines under the Health Insurance Portability and Accountability Act (HIPAA), which protect the privacy of our team members, who may not want their condition known.

We have notified public health officials as required and have enacted recommended procedures as a result of this team member COVID-19 positive test result. Please know that we have followed, and will continue to do so, all guidance set forth for privacy, patient care, resident and team member safety, and efforts to stop the spread of COVID-19 as provided by the Centers for Disease Control and Prevention (CDC), Pennsylvania Department of Health (DOH), and the federal Centers for Medicare and Medicaid Services (CMS). We remain in constant contact with our Medical Director Dr. Thomas Lawrence, Department of Health, Department of Human Services and the Chester County Health Department.

We are currently following the "Criteria for Return to Work for Health Care Personnel with Confirmed or Suspected COVID-19" guidance issued by the CDC.



We must also recognize our team for the concern and commitment they have shown to our residents and fellow team members during this challenging time. Our mission has never been more meaningful. Prior to each shift, team members are outfitted with appropriate personal protective equipment (PPE), required to wash their hands, take their temperature and answer a series of questions to ensure they are not exhibiting any known COVID-19 symptoms. Screeners at the Infection Prevention Trailer are also taking team members temperatures and asking additional questions at the conclusion of their shift.

A thorough screening process is also followed for outside vendors and agency workers, which wear provided PPE while on campus.

Additionally, we're conducting rigorous sanitation regimens that follows— and in some cases exceeds— all state and federal guidelines. We have increased the daily volume of cleaning done in common, medical and residential areas. All protective and medical equipment are thoroughly cleaned and disinfected.

We appreciate your understanding as we continue to vigorously enforce Gov. Wolf's "stay-at-home order." The safety, security and wellbeing of residents and team members is our first priority. In addition to your prayers, we ask that you support our community by following the recommendations set forth by the CDC including social distancing, wearing a mask, proper hand hygiene and to "STAY HOME. STAY SAFE."

We will continue to provide you with periodic updates on our efforts to combat COVID-19. Communication methods include written notices for the campus community, email, Channel 968/965, on our website at www.telhai.org/Covid19 and on our 24-hour Tel Hai COVID-19 hotline at 484-796-4862.

On behalf of the Board of Directors, Executive Leadership & Management Teams, I want to thank each of you for your continued patience and prayers. It means a great deal to us.

Sincerely,

Dave Shenk
President & CEO
Tel Hai Retirement Community