



**Coronavirus (COVID-19) Information Update  
Team Member Positive Case of COVID-19  
FOLLOWUP & F.A.Q.**

**Tuesday, May 12, 2020- 10:00 AM**

As we shared on Friday, May 8, we received notification that a Lakeview Personal Care direct-care team member tested positive for COVID-19. The team member has not been on campus since May 8. We wanted to provide you additional information related to the response to this COVID-19 positive case. Over the last several days, we've appreciated the outpouring of support and prayers for our community and team members.

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**When was Tel Hai notified that a team member was COVID-19 positive?**

We received notification that a team member tested positive at 3:50 pm on May 8. We shared this information as soon as possible to required state, federal and county authorities; personally notifying team members and residents that had potential exposure; calling family members of Lakeview Personal Care and Meadows Health Care; and distributing subsequent communication to team members and all residents of Tel Hai. We'd like to express our appreciation to our Residential Living, Marketing and Management teams that quickly disseminated this information to residential living residents during less than desirable weather!

**Why would a team member be tested for COVID-19 if they weren't showing symptoms?**

There are a variety of reasons someone can be tested for COVID-19 if they are asymptomatic including...

- if the individual had a potential exposure of someone who is exhibiting symptoms of COVID-19 but not yet tested positive
- if the individual is employed at another care facility where testing is now offered/required as part of their employment at that facility
- if the individual is exposed to a COVID-19 positive individual within their own home or workplace.

**We stated on our website, hotline and Channel 965 that no residents have tested positive for COVID-19. Have residents been tested?**

Yes. Throughout the last two months, there have been residents and team members that have been tested for COVID-19. These individuals have either exhibited signs and symptoms of COVID-19, have been tested during a hospital stay, or have been tested due to potential exposure to another individual who has signs and symptoms of COVID-19 and/or have tested positive for COVID-19. To date, only one team member received a COVID-19 positive result. All other test results have been negative.

**Was the COVID-19 positive team member in contact with residents and other team members?**

Yes. We have identified residents and team members who have been in direct contact or had a potential exposure with this team member. The team member communicated to Tel Hai that they were wearing personal protective equipment while providing care including a mask, faceshield and gloves.



### **Will those direct care or potentially exposed residents be tested for COVID-19?**

Yes. Residents who were in direct contact or had potential exposure will be tested for COVID-19 using the molecular swab test. At the guidance and recommendation of our Medical Director Dr. Thomas Lawrence and the Chester County Health Department, we have a recommended protocol and wait time for subsequent testing related to the potential exposure. Once within that window of time, the residents will be tested. Additionally, we are monitoring the vital signs and clinical status of every potentially exposed resident on every shift. We are keeping a close eye on them and will notify family members/responsible party immediately if we see any changes in their health.

### **Will any team members be tested for COVID-19?**

Because all team members were and are wearing personal protective equipment while on campus and while providing care, we believe the exposure risk to fellow team members is low. However, team members who were in direct contact will be tested for COVID-19 antibodies using the antibody serology testing. This test identifies if someone had recent or past exposure to COVID-19. Again, we have a recommended protocol and wait time for subsequent testing related to direct contact. If the team members test results show recent exposure, further COVID-19 molecular swab testing will be offered by Tel Hai.

### **What cleaning and infection prevention measures are in place?**

We're conducting rigorous sanitation regimens that follow— and in some cases exceeds— all state and federal guidelines. We have increased the daily volume of cleaning done in Lakeview common spaces, resident rooms, team member offices and public spaces. All protective and medical equipment are thoroughly cleaned and disinfected. Additionally, we've established and enacted thorough infection prevention protocols with screenings of team members. Team members are provided and wearing personal protective equipment, which also greatly reduces the risk and potential spread of this virus.

### **Where can I go for updates or additional communication?**

We will continue to provide periodic updates on our efforts to combat COVID-19. Communication methods include written notices in resident mail bags, email, Channel 968/965, on our website at [www.telhai.org/Covid19](http://www.telhai.org/Covid19) and on our 24-hour Tel Hai COVID-19 hotline at 484-796-4862. Additional questions can be directed to the appropriate Administrator.