



QUALITY *Life* SERVICES™

September 11, 2020

To Our Residents and Family Members:

We are updating the information we provided to you on August 28, 2020 about the status of family visitations at each of our Quality Life Services' homes. As noted in our prior communication, nursing homes which meet certain requirements set by the Pennsylvania Department of Health and personal care homes which meet certain requirements set by the Pennsylvania Department of Human Services, may reopen to visitors.

To date, the following QLS homes have re-opened to visitation:

- Quality Life Services – Sarver [Skilled and Personal Care]
- Quality Life Services – Henry Clay
- Quality Life Services – Apollo [Skilled and Personal Care]
- Quality Life Services – Markleysburg
- Quality Life Services – Mercer [Skilled and Personal Care]
- Quality Life Services – Sugar Creek [Personal Care]
- Quality Life Services – Westmont [Skilled and Personal Care]
- Quality Life Services – Grove City [Skilled and Personal Care]
- Quality Life Services – Chicora [Skilled and Personal Care]

Quality Life Services – New Castle is on track to open its home to visitors on Wednesday, September, 16, 2020. Quality Life Services – Sugar Creek Nursing Care remains in the “red zone” and is unable to implement its re-opening plan until such time as the period for contagiousness of the COVID-19 virus in the skilled section of the home has expired. We are, however, on the verge of setting up a “hug wall” at QLS - Sugar Creek which will provide a creative way for family members to see and connect safely with their loved ones in-person. The “hug wall” has received a very favorable response from visitors to QLS – Grove City where it has been in use since August 31.

For family members and friends who have had the opportunity to return for a visit, we hope you found the information provided by our homes to be helpful to your having an enjoyable – and safe - visit. Please know that we greatly appreciate your ongoing adherence to our infection control requirements during all of your visits.

We continue to streamline the COVID-19 Tracking Tool on the Quality Life Services website. Our tool provides you with the total count of residents and staff in each of our facilities and the number of residents and staff that remain within the presumed period of contagiousness. Please check the Tracking Tool regularly.

Our homes will continue to test residents and staff for COVID-19 based on guidance we recently received from the Centers for Medicare and Medicaid Services and the PA Department of Health in an effort to increase detection and prevent transmission of the virus. Beginning this month, we will begin routine testing of staff based on the positivity rate in the county in which our homes are located. As of now, most of our homes will test their staff every four weeks. We will also promptly test any resident or staff who experience symptoms of COVID-19.

Please feel free to contact the Administrator or Director of Nursing at the specific location.

Thank you for your attention to this update and for your patience, cooperation and understanding.

Yours in Family,

A handwritten signature in black ink, appearing to read "M Oster".

Dr. Marc Oster
Corporate Medical Director

A handwritten signature in black ink, appearing to read "Mary Susan Tack-Yurek".

Mary Susan Tack-Yurek
Chief Quality Officer