



QUALITY *Life* SERVICES™

October 2, 2020

To Our Residents and Family Members:

We are updating the information we provided to you on September 11, 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.

The following QLS homes are scheduling family visits in accordance with their home's reopening implementation plan:

- Quality Life Services – **Sarver** [Skilled and Personal Care]
- Quality Life Services – **Apollo** [Skilled and Personal Care]
- 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** [Personal Care]

The following QLS homes have temporarily suspended visitation in light of positive COVID-19 results from each home's routine testing plan:

- Quality Life Services – **New Castle**
- Quality Life Services – **Sugar Creek Nursing Care** (*A "hug wall" has been placed at QLS - Sugar Creek which provides a creative way for family members to schedule time to see and connect safely with their loved ones in-person.*)
- Quality Life Services – **Chicora Nursing Care**
- Quality Life Services – **Henry Clay**
- Quality Life Services – **Markleysburg**.

Visitation may resume in these locations following 14 consecutive days without a new outbreak of COVID-19.

These are challenging times but know that we will continue to communicate with you regularly. We will provide you with updates as they become available, including when our homes that are closed to visitors will reopen.

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 for 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 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. We are conducting 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 are testing 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 Quality Life Services location.

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

Yours in Family,



Dr. Marc Oster
Corporate Medical Director



Mary Susan Tack-Yurek
Chief Quality Officer