



QUALITY *Life* SERVICES™

November 13, 2020

To Our Residents and Family Members:

We are continuing to make every effort to prevent the spread of COVID-19 in our facilities. As we continue to learn more about this virus, we are finding out from new data that COVID-19 cases in a surrounding community is a top factor in outbreaks in nursing homes.

We are updating the information about the status of family visitations at each of our Quality Life Services' homes. As noted in prior communications, 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 have temporarily suspended visitation in light of positive COVID-19 test results or residents who remain in the presumed period of contagiousness:

- Quality Life Services – **New Castle**
- Quality Life Services – **Chicora**
- Quality Life Services – **Sarver**
- Quality Life Services – **Apollo**
- Quality Life Services – **Mercer [skilled nursing only]**
- Quality Life Services – **Grove City**
- Quality Life Services – **Sugar Creek [skilled nursing only]**
- Quality Life Services - **Westmont**

QLS - Henry Clay and our personal care homes at QLS – Mercer and Sugar Creek are open to visitation and are scheduling family visits. **QLS – Markleysburg** is scheduled to resume visitation on November 30, 2020.

Please know that we are providing resident care through our employed and contracted staff, and following infection control measures recommended by the CDC and the PA Department of Health. 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.

The COVID-19 Tracking Tool on our website shows 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.

We will continue to provide you with updates as they become available, including when our homes that are closed to visitors will reopen. 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