



QUALITY *Life* SERVICES

To Our Residents and Family Members:

As promised, we are committed to ongoing communication during this uniquely challenging time. Our primary focus continues to be the health and safety of residents and their caregivers. Our home has implemented a detailed COVID-19 plan in response to guidance and directives we are getting from federal and state agencies and we review our plan daily. Social distancing and continued handwashing are constantly reinforced.

At this time, we have no COVID-19 cases at any Quality Life Services location. If any residents or staff are diagnosed with COVID-19, we will notify you.

In accordance with mandates of the Centers for Disease Control and Prevention and the Centers for Medicare and Medicaid Services, our visitor restriction remains firmly in effect. Family and friends are prohibited from visiting any Quality Life Services location until further notice. We have posted signage to notify visitors of the ongoing restriction at the primary entrance / exit to our facility.

Please note that COVID-19 response efforts are fluid and seemingly change by the day. We ask you to continue to visit our website regularly for updates to our visitation protocol.

In an effort to find ways for residents to continue to engage with family and friends, Don't Stop Dreamin' (our sister organization) purchased and delivered Apple iPads to every QLS facility on Thursday, March 19th. These devices, which will be sanitized regularly, will be shared among residents who wish to video chat (FaceTime) with loved ones. If you have not spoken to the Activity Director already, please contact the Activity Director to schedule a time to connect with your family member virtually. The residents' care plans indicate how each resident prefers to communicate with their family and friends.

We have also added a "Keep In Touch" page to the Quality Life Services website that allows family and friends to send an email message with photos and video to a resident. Please visit www.qualitylifeservices.com/keepintouch; messages will be shared daily with your family member. The "Keep In Touch" page will remain available to communicate with your loved one after our visitor restriction is lifted.

The Centers for Medicare and Medicaid Services have also mandated that group activities both inside and outside of the building be restricted. Don't Stop Dreamin' has provided funds to Quality Life Service Locations which we will use to purchase supplies for individual and small group activities.

Communal dining is also restricted to small groups. Residents with existing relationships are encouraged to eat together while maintaining a safe social distance. Our home will accommodate residents who opt to eat in their rooms.

We also recognize the challenges that the COVID-19 pandemic places on our dedicated, compassionate employees. To that end, we have also initiated a #HelpingHealthcareHeroes campaign

to provide resources to staff members. Please follow the Quality Life Services Facebook page for more information about this campaign.

Please make sure we have your most current, emergency contact information including email address. We want to make sure we are able to communicate new information and developments with you. Please reach out to the locations directly and update your contact information.

To keep your community safe and avoid the spread of the coronavirus, please exercise proper [hand washing hygiene](#) as well as [coughing and sneezing etiquette](#). Please practice social distancing and, as directed by our state and national leaders, stay home as much as possible to reduce the risk of COVID-19 transmission.

Residents, if you are experiencing a cough, fever, sore throat, runny nose, and / or shortness of breath, please let a staff member know immediately. We offer hand washing and alcohol-based hand sanitizer wall stations throughout the building for resident and staff use.

We are staying up to date with the CDC recommendations as they continue to change. In addition, we are in close contact with the local and state health department and we are following their guidance.

Should you have any questions, please feel free to contact the Administrator or Director of Nursing at the Quality Life Services Location.

For additional information, please visit the CDC's coronavirus disease [information page](#).

We recognize that these are difficult times but know that our priority is the safety of your loved one. We appreciate your ongoing understanding and cooperation.

Yours in Family,



Dr. Marc Oster
Corporate Medical Director



Mary Susan Tack-Yurek
Chief Quality Officer