

March 30, 2020

Dear Friends of Arbutus,

I want to give you an update on how Arbutus is addressing the COVID-19 crisis. We continue to care for your loved ones the best we can through these turbulent times. Our employees are going "Above and Beyond" to keep them safe and sound. We continue to follow the guidance and protocols required to us by the Pa. Department of Health and the federal Centers for Disease Control. The instructions we are receiving from the Federal and State governments change daily, if not hourly, and we are trying to keep up with them.

As of the writing of this memo, Arbutus does not have a positive case of the COVID-19 in our facility. However, it has been mandated by the Pa. Department of Health that, if there is a large outbreak of positive conditions in the local hospitals, nursing homes will be required to take COVID-19 positive patients. Though our area has a very low number of cases, I feel compelled to tell you that we don't know what the future holds for the makeup of our resident population. We are preparing Arbutus Park Manor, the best we can, to handle all contingencies.

We have established an "Isolation Unit" on one our wings that is being used to segregate any new admissions, or returning readmissions, from the hospitals for a period of 14 days. This is the incubation period for the virus. These new and readmissions are quarantined from all other residents for that 14-day period. This unit is staffed by employees who have volunteered to work on that unit. They are also quarantined for the 14-day period. Personal Protective Equipment is provided for the employees. No other staff is permitted in the Isolation Unit. There are many other procedures we have instituted for the safety of our residents and staff.

Some other things we are doing as precautions:

- All employees are required to only come in one door of the Manor. We have established a "triage" area where we test employees' temperatures, provide them with anti-bacterial sanitizer, and ask them a series of questions about their health and recent travel. Anyone who doesn't meet certain criteria is sent home and not permitted in the building.
- We have begun taking the temperatures and providing a routine screening on all residents in the building every 12 hours.
- All supply deliveries are directed to one door of the facility away from any resident rooms.

- There are no group activities. Our Activity Department is doing creative things to keep the residents engaged. I encourage you to follow our Facebook page for pictures and videos of the resident smiles! The amount of support and encouragement from groups around Johnstown has been amazing.

www.facebook.com/ArbutusParkRetirementCommunity

- We do have the capability of holding video calls using Facetime or Skype with your loved ones on donated tablets we received from family members of our community. Please call our Activities Department at 814-266-8621 or email Melinda at mfrye@arbutusparkmanor.com to schedule a time.
- We are constantly monitoring our PPE supplies and looking at suppliers for more personal protective equipment. Though we have a good supply, we know it won't last forever.

These are trying times in our Arbutus world and the employees have been phenomenal in their dedication to our residents. While the government continues to prohibit family visitors in the Manor, please be assured that the employees are being your extended family for your loved ones. I thank the family members who have expressed their understanding of what we are doing at Arbutus during this crisis. With everyone's support we will get through it.

God Bless You,

Rick Wilson
Administrator