



ACCORDIUS

HEALTH

August 2020

Dear Residents, Families and Friends:

It has been five months since COVID-19 emerged as a dangerous threat in the United States — five of the longest, most painful and difficult months that many of us have ever faced.

This disease has been especially challenging for nursing homes across the country. We care for loved ones who are among society's most vulnerable— people who are frail and elderly, and often suffer from underlying health conditions. This compassionate care is our life's calling and, even under such challenging conditions, it is incredibly rewarding work.

From the beginning, we have worked tirelessly to protect the residents in our facilities and the dedicated staff members who care for them. We have carefully followed the guidance of local, state and federal health officials, including the Centers for Disease Control and Prevention. But, we have faced an extremely contagious virus that has proven difficult to contain, and it has entered many of our facilities despite our best efforts to keep it out.

As the pandemic spread, we lost cherished residents. We grieved with their families, distraught and disheartened that they must be kept apart during this most difficult time. For these families, we share their heartbreak and frustration.

Thankfully, we have also seen hundreds of residents and staff members in our nursing homes fully recover from COVID-19. Some of our facilities that experienced the worst outbreaks are now COVID free. We are so grateful to see so many residents and staff members on the road to recovery.

One of the benefits of operating dozens of facilities in a small, regional footprint is that we can quickly share information. Those facilities that experienced outbreaks during the earliest stages of this pandemic learned many valuable lessons — information that we shared with our other facilities to better prepare them for the challenges they might face in the weeks and months ahead.

Through this ordeal, our staff members have grown stronger. They have grown closer to our residents, providing companionship and care while families cannot visit. And stringent infection control practices have become second nature in every aspect of our work.

Like all nursing homes, we have faced tremendous challenges from the beginning. The advice we received from medical professionals has continually evolved, especially as it relates to the spread of

COVID-19 through individuals who display no symptoms. The prevalence of these asymptomatic carriers has made mandatory PPE use and widespread testing all the more important.

PPE: Accordius Health has invested heavily to acquire additional supplies of PPE and continues to maintain an adequate supply of PPE on hand at all of our facilities. PPE use is mandatory for every staff member working in our facilities.

Testing: Every resident and staff member in our 55 facilities has been tested or is currently in the process of being testing. This is the best way we can monitor our facilities and quickly contain the spread of the virus if it appears. However, the prolonged turnaround time for test results (which can often take five days or more) remains a challenge that we are working hard to overcome.

Staffing: Many of our nursing homes, like other facilities across the country, continue to face staffing challenges during this pandemic. Any employee who displays symptoms or tests positive for COVID-19 must quarantine at home, while other employees have chosen to stop working in a nursing home due to the fear of becoming infected with COVID-19 or the stress of working in a facility with COVID-19. We respect that individuals must make decisions that are best for them and their families, but this has put an additional strain on our facilities. We continue to bring in temporary staff whenever necessary to ensure that our residents receive quality care.

We are not done fighting this disease. The desire to protect your loved ones continues to consume us, and motivate us, and inspire us. We look forward to the day when we can once again welcome you back into our homes to see your family members. And we are so grateful for those families who have expressed their appreciation and understanding to our staff members. A kind word, a short note, or a heartfelt thank you can brighten our days in ways that you simply cannot imagine.

This time not has been easy for any of us. We know that many of you have been filled with anxiety and frustration and fear during their past five months. You are not alone. We are doing our very best to provide your loved ones with the same love and care that we would give our own mother and father, aunts and uncles, grandparents and friends.

Sincerely,

Kim Morrow
Chief Operating Officer
Accordius Health