



COUNTRY TERRACE

Personal Care for Independent Seniors

October 21, 2021

Dear Family Member / Responsible Party:

The health, safety, and well-being of our residents, staff, families, and communities remains our highest priority. **Country Terrace** follows the recommendations of the Centers for Disease Control (CDC), Center for Medicare and Medicaid Services (CMS), Pennsylvania Department of Health (DOH), and other federal, state, and local authorities to reduce the risk of COVID-19 spreading.

Accurate and timely information is essential to keeping family and friends updated on residents and the facility. We implemented the CMS reporting structure announced on May 8, 2020 and continue to follow those reporting guidelines today. Weekly updates provide the current status of COVID-19 including the number of active resident and staff cases. Any new confirmed resident and/or staff cases will be reported within the next calendar day. In addition, we will report any instance in which three or more residents and/or staff present with respiratory symptoms over a 72 hour period.

Country Terrace will update our website with the most current information each week on Thursday. These reporting requirements will not replace our normal communication with you regarding changes in resident condition. We will continue to contact you directly with any resident change in condition including symptoms of COVID-19.

Country Terrace continues to follow periodic resident and staff testing per the CDC, DOH, and CMS guidelines and recommendations.

Currently, our facility reports the following:

- There are 0 active confirmed resident cases in the facility. The facility cumulative total confirmed resident cases since the start of the COVID-19 pandemic is 5. There are 0 residents with new onset of respiratory symptoms within a 72-hour period.
- There are 1 active confirmed staff cases in the facility. The facility cumulative total confirmed staff cases since the start of the COVID-19 pandemic is 10. There are 0 staff with new onset of respiratory symptoms within a 72-hour period.

Please Note: Due to resident and staff HIPAA privacy regulations, we cannot divulge specific information about individuals who have tested positive or have symptoms of COVID-19.

We recognize that connecting with family and friends is incredibly important to our residents and to you. Visitation protocols may change daily based on facility outbreak testing, COVID-19 positive residents or staff in the facility, or directives from CMS and DOH. Family and friends are encouraged to connect with their loved ones through calling, video chat, window visits, on social media and/or by other avenues that the facility is able to offer.

Continued on page 2

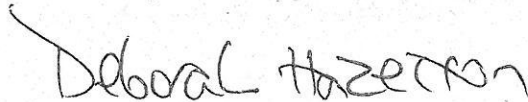
October 21, 2021

Page 2

We want to say Thank You for the encouragement and support our residents and staff have received from the community during this unprecedented time.

Should you have any questions regarding your family member, reporting requirements or current visitation opportunities please contact the facility at **570-724-5683**.

Sincerely,

A handwritten signature in black ink that reads "Deborah Hazelton". The signature is written in a cursive style with a large initial 'D'.

Deborah Hazelton, PCHA
Personal Care Home Administrator