



May 14, 2020

Dear Residents and Families/Representatives,

We want to take this opportunity to update you regarding COVID-19 and our facility. As always, but especially now as we deal with the new coronavirus pandemic, we strive to be timely and transparent in the information we provide. As such, please read the information below so that you are aware of what is going on in our facility and know the steps we are taking to keep our community safe.

CURRENT COVID-STATUS

As of today, two staff members have tested positive for COVID-19. We reported these cases to the required health officials and are working closely with them to prevent further spread of COVID-19 in our facility.

WHAT WE ARE DOING

The safety of our residents and staff is our top priority and we will continue to follow the recommendations and guidance of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering.
- Residents are continually monitored.
- Housekeeping is performing regular deep cleanings of the facility.
- Staff receives education and wears personal protective equipment (PPE) as recommended by the CDC.
- Group activities have been suspended and staff is providing individual activities for residents.
- We are implementing isolation protocols as required.
- We encourage staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

FUTURE COVID-REPORTING

In an effort to provide you with up-to-date information about COVID-19 in our facility, we will notify residents and representatives of newly confirmed cases of COVID-19 as well as when three (3) or more residents and/or staff present with new onset respiratory symptoms that occur within seventy-two (72) hours. We will also update you with any new steps we are taking to prevent and reduce the risk of transmission of COVID-19.

To ensure that all parties are notified as quickly as possible and have access to the most recent notifications, **we will post all updates on our facility website at hearthstonenn.com** under the COVID-19 information tab. We will provide specific updates to representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19.

CONTACT US

We understand these uncertain times bring up many questions, and while we are making every effort to provide you with as much information as possible, we are happy to answer any questions you have. Please feel free to contact us directly at 775-626-2224.

Sincerely,

A handwritten signature in black ink, appearing to read "Susan Magluilo".

Susan Magluilo
Administrator

May 21, 2020

Dear Residents and Families/Representatives,

It is hard to believe that it has been over two months since COVID-19 so drastically changed our lives. We have all had to make big adjustments in an effort to keep everyone in our community safe, and we appreciate your support as we continue to take all necessary steps to prevent further spread of COVID-19 in our facility.

We are happy to report that we have not had any additional cases of COVID-19 in our facility since our update last week, in which we reported there were two positive cases of COVID-19 in at Hearthstone.

We are committed to becoming a COVID free facility and we will continue to implement and practice enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

As a reminder, we will continue to post updates on our facility website and we will individually notify representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19.

Again, please check our website for more updates and information. If you have any questions or concerns please contact us directly 775-626-2224.

Sincerely,

Susan Magluilo

Susan Magluilo
Administrator



WEEKLY UPDATE

May 27, 2020

Dear Residents and Families/Representatives,

Please accept this letter as Hearthstone's weekly update to keep you informed about what our facility is doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

As of today, we have no confirmed cases of COVID-19 in our facility. This week, the facility conducted testing of all residents and staff and results are currently pending. In total, 117 residents 116 staff members were tested. The facility also took advantage of the National Guard's offer to deep clean nursing facilities this week. This was a successful endeavor!

As we have previously reported, we continue to practice the enhanced safety precautions recommended by our federal, state and local health officials. Only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

We are sorry to report that we are still experiencing technical issues and are unable to post these updates on our website as we had anticipated. As such, we are mailing you this update out of an abundance of caution to ensure you receive this information about our facility. Please continue to check our website at hearthstonenn.com as we look forward to the issues being resolved within the next few days.

As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly 775-626-2224.

Sincerely,

Susan Magluilo
Administrator

