



May 20, 2020

To Our Residents and Family Members,

At Altercare, it is our privilege to meet the needs of patients and families that entrust us with their care or the care of their loved ones. We know that effective communication is a vital component of meeting patient and family expectations. This is increasingly important as we comply with mandated visitor restrictions in the COVID-19 experience. Routine updates are a sincere attempt to provide meaningful information that will help our communities stay informed. This may include details on preventative and compliance measures which are a few of the most fluid topics to communicate.

In compliance with recent CMS and the Centers for Disease Control and Prevention (CDC) guidance on reporting and communication requirements, Altercare will add to our current posted information the occurrence of either a single confirmed infection of COVID-19, OR three or more residents or staff with new-onset of respiratory symptoms occurring within 72 hours of each other.

#### **Our Reporting Process**

Since the beginning, it has been our goal to remain forward in our communications approach. This has been done by establishing a focus area for COVID updates on our website, releasing routine written communication and establishing calls to resident representatives when necessary. We will enhance our COVID status reporting on our website to include each of the following aspects:

- **(New) Onset of Respiratory Symptoms** - Identification of a facility who is monitoring three or more staff or residents with cough and/or shortness of breath during a 72 hour period.
- **COVID-19 Tests:** The number of tests pending, negative and positive.
- **Recovered:** The number of cases in which a resident or staff member is deemed to have recovered from COVID-19 following a positive test result.
- **Lives Lost:** The number of individuals who have passed, who had previously tested positive for COVID-19. This is not a confirmation of cause of death.

We continue to follow the latest recommendations provided by the CDC, CMS, AHCA/NCAL, and local departments of health as we navigate these challenging times. We appreciate your understanding and support. Thank you for choosing Altercare.

Stay safe, stay well, and stay healthy.

Sincerely,

Gregory R. Colaner  
President