



To: Residents, Families, Team Members

From: Mark Smeltzer, Sr. Administrator Healthcare Services

Date: 8/5/2020

Subject: Skilled Nursing, Personal Care, Memory Support Reopening Plan

We remain grateful and praise God for His protective hand over our community throughout the COVID-19 pandemic. Sincere thanks to all our residents, their families and loved ones, and our team members for their support and diligence during this challenging time that continues to seemingly have no end.

Our team has been diligently working behind the scenes to develop a comprehensive reopening plan that follows all regulatory guidelines, allows for as much freedom and independence for our residents as possible, but ensures we continue to put our resident's safety and the safety of our team members first and foremost. We have attached the following items to this memo for you to review and help you understand the reopening process.

- Reopening Guide outlining what each step in the reopening process will look like
- Visitation FAQ document answering some of the most common questions surrounding what visitation will look like during reopening
- A map of the community that designates the location of the indoor and outdoor visitation areas
- A copy of the full state required reopening template will be uploaded to our website for you to view and download at your convenience

We will be reopening in step two, but some aspects of step two will be delayed until we can ensure they can be carried out in a way that promotes and ensures the safety of our residents. Below are a couple key highlights of the reopening plan:

Visitation Schedule

- August 10 – We will welcome visitors from within the QPRC community that have a family member or spouse in a different level of care within our community. We will reach out to these individuals and schedule times to visit that will follow appropriate procedures.
- August 17 – We will begin to welcome families and loved ones from the outside who wish to visit someone in Skilled Care, Personal Care, or Memory Support.
- Please see the visitation FAQ document attached that outlines the visitation procedures that we have put in place to allow for increased visitation in a safe and responsible manner.

Dining Schedule

The Dining Rooms will be opening starting August 12. Residents will be seated 6 feet apart and residents who are able to eat in their rooms independently will still be encouraged to do so.

Activities Schedule

Small group activities will resume August 10 with residents being physically distanced throughout.

Hair Salon

We are communicating with our hair stylists and will be inviting them back into the building soon to begin cutting and styling hair for our residents. Personal Care and Skilled Care residents will each have designated days in the salon. Only one resident will be serviced at a time. Once a date has been set, there will be further communication outlining this process.

Outside Doctor Appointments

At this time, per recommendation from our governing bodies, we are still only allowing transport out of the facility to essential or life sustaining doctors' appointments. We are also unable to allow families or relatives to transport residents to these doctor appointments. We will continue to update residents and families as we receive additional guidance on this topic.

Pennsylvania Department of Health and Pennsylvania Department of Human Services have both required us to immediately stop the reopening process and go back to the "quarantine phase" if we have a COVID-19 outbreak. For purposes of the reopening plans, the Commonwealth has defined an outbreak as one positive COVID test result of a resident or a team member. If this situation occurs, we will notify residents, families and team members as soon as possible and continue to communicate what step each facility is in during the reopening process. We hope we do not have to put a pause the reopening process at any time and restrict visitation again, but we must be prepared for any scenario.

This has been an extremely trying time for our residents and QPRC is committed to doing everything we can to promote their physical and mental well-being. While our focus continues to be ensuring the safety of our residents and team members, we are excited to be able to begin offering residents services again that came to an abrupt halt due to COVID and help each resident retire the ordinary and live the extraordinary.

Please do not hesitate to reach out to me at (717) 786-5295 or at smeltzerm@quarryville.com if you have any questions about the reopening process.

Thank you again for your continued support and prayers.