



March 31, 2020

Dear Resident & Family,

Germantown Home is concerned for the ongoing welfare, safety, and health of our residents. The Pennsylvania Department of Health, the Centers for Disease Control and Prevention (CDC), and local health departments are monitoring the outbreak of a new virus, COVID-19. The people most likely to become severely ill from COVID-19 are older adults and those with underlying medical conditions.

This letter is to alert you that on March 31, 2020 we learned that a staff member developed COVID-19. We are actively monitoring our residents for signs and symptoms of COVID-19 and are working with our local and state health departments.

All of our staff members continue to follow public health recommendations to reduce the risk of spreading COVID-19. These include strict handwashing procedures, and in many circumstances, wearing facemasks, gowns, and gloves when interacting with residents who are sick.

To minimize the risk of our residents becoming sick with COVID-19, early March we suspended all visits to Germantown Home. This decision was made in accordance with recommendations from the Centers for Medicare & Medicaid Services (CMS). We understand that connecting with family members is important. Other ways to connect include telephone, email, text, or through Skype or Facebook.

For the most up-to-date information on this topic, please visit the CDC website at <http://www.cdc.gov/covid19>.

Thank you for your patience and understanding.

Sincerely,

Pam Howard, NHA
Executive Nursing Home Administrator

Mary Schuler, MD
Corporate Medical Director