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November 23, 2020

Dear Residents and Families:

This letter is being given to every resident and mailed to every family member and staff member at Alta. **We strongly suggest that you read the entire memo.** We have released a large amount of memos, guidance, etc. over the last few months. The information is generally consolidated and posted on our website. It has been difficult to effectively communicate with the approximately 150 residents, and 300 or so involved family members that participate in Alta's community. As a whole, all of you have been extremely helpful and accommodating, and for that we can not say thank you enough, so THANK YOU! We will continue to post updates on our website and recently reconfigured the page to make information easier to access. Simply go to www.altanursingandrehab.com and click on the "COVID-19" banner at the top of the page. The website will continue to be our primary means of communication, as it is the easiest way to get information to the 450 or so involved individuals. We have also created a dashboard for our website, displaying only Alta data to try to make the data easily accessible. This is available at www.altanursingandrehab.com/covid19.

Relative to the most recent updates, at Alta, there have been a number of operational changes and developments. The last memo, 11/13, noted an uptick in positive cases in the facility. As of today, 11/23, there are 3 active resident cases and 4 active staff cases. These numbers are changing daily, as testing results come in almost every day. The best place to get up to date case count information is the state website: <https://nvhealthresponse.nv.gov/>.

The Washoe County positivity rate as of today, 11/23, is 20.1%. This means that for every 5 people that are getting tested for COVID-19, 1 person has it. Thankfully, our positivity rate is much lower; Alta has averaged more than 1,000 tests per month since July and we have had less than 20 positive results. According to the NV Emergency Response website, there are currently more than 7,000 active cases in the county. This represents diagnosed active cases, and there are likely many, many more undiagnosed cases in the community. This is a problematic figure. With the community spread so high, our staff are acquiring COVID-19 outside of the facility. When they come into the facility, pre positive

and pre-symptomatic, they bring COVID-19 with them. This has resulted in 6 positive COVID-19 cases in the last 2 weeks from our staff (some have already been resolved).

This community spread has been impactful on the Health Center. Since 11/16 Alta has been closed to admissions. This is voluntary and is largely due to the strain of having a positive case within the facility. Additionally, the facility remains closed to visitation, pending both a 2-week period where no residents are positive and a reduction in the community positivity rate to below 10%. Exceptions are being made for compassionate care situations.

You may have heard of a significant number of room changes. At the start of the pandemic, Alta allocated the 400 hall as the “quarantine” hall for new admissions. Based on recommendations from the state on 11/19, we reassigned the 500 hall as the “quarantine” hall. On that day, 100% of residents were moved from the 400 to 500 hall and vice versa. This allows Alta to cohort new admissions in a separate part of the facility that can be closed off from the rest of the facility and further strengthen our infection control guidelines.

Again, we can not thank all of you enough for your assistance and understanding over these last nine months. Please continue to check the website and Facebook page for updates, and as always, I am available 24 hours per day if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'Zach Gray', written in a cursive style.

Zach Gray, NHA
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