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Dear residents and families:

We were notified today, April 17th, that one of our staff members has tested positive for COVID-19. Although we can not disclose who they were, we can tell you that they were asymptomatic, and took the test because a family member tested positive. The director of the CDC has stated that experts believe 25% of people who get infected with COVID-19 might never show symptoms but still be able to spread the disease. It is our belief that transparency is the best policy, and that over-preparation during this pandemic is the best way to combat its spread. If you have been following the news, this information will be publicly available and we wanted to share this information with you first. To date, this is the first positive case that we are aware of at our facility.

Given that no one is immune to this novel disease, the virus is invisible and spreading widespread in our community, and having a facility with approximately 200 employees and 160 residents, it is to be expected that eventually we would have a case, either amongst our staff or residents. We have been planning for this event. We remain confident that we have the knowledge, tools, and staff's commitment to contain this virus' entrance and spread without our facility. We have implemented many infection precaution measures and would also like to inform families how seriously we are taking our precautions. To name a few:

- Any employee not properly wearing a face mask will be sent home.
- All residents are asked to wear a face mask when in the halls.
- We have also placed restrictions on taking breaks with multiple employees.
- All staff take their temperature and report whether they have respiratory symptoms before they start their shift.
- Staff received an in-service on handwashing.
- New admissions to the building are admitted to a specific wing and under heightened monitoring.

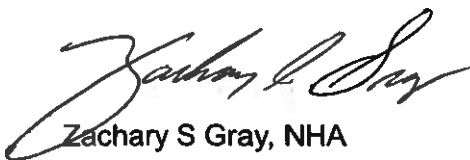
- The facility is cleaned daily with a bleach solution.
- Outside visitors are not allowed in.

Our facility is also well stocked with Personal Protective Equipment, including gowns and surgical masks. Additionally, we have large orders of N95 masks, face shields, gowns and surgical masks that are expected to be delivered any day. So if, and when, there is a positive case among a resident we remain well equipped to deal with it. This isolated case is not cause for panic, but I wanted to reach out to you to update you on the situation.

In the news, we all hear the stories of how COVID-19 rapidly spreads throughout nursing facilities. We do not hear the stories of how a positive resident or staff is identified, isolated and there is no further spread of COVID-19. These stories exist. Despite our best efforts, there will be isolated cases amongst both staff and residents. If and when that happens, the results will be publicly available. We will not write a release/memo for each case, but as this is our first, we wanted to take this opportunity to reach out to you. Should you want to see more information about facilities with reported COVID-19 cases in them across Nevada, visit: <https://bit.ly/covdash1>.

I know that I am personally concerned for the health and well-being of my mother and father, who are self-isolating in their home. We strive to treat each and every one of your parents, spouses and friends with the same respect and caution we extend to our own parents. Please do not hesitate to reach out via phone or email for any updates or questions. I am available 24 hours per day, 7 days a week, if you have questions.

Sincerely,



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