



May 8, 2020

The Williamsport Home

Dear Family Member/Loved One,

This letter is to communicate the ongoing efforts to maintain the health and wellness of our residents and staff at The Williamsport Home. With parts of Pennsylvania transitioning to the “yellow” category which will allow certain non-essential businesses to open on Friday May 8, 2020, we have received some questions and wanted to share updates with you. With the vulnerable population that we serve it could be some time before regular visitation resumes. We will continue to provide you with updates as information is released.

At this time, we have zero active COVID-19 cases. We are continuing to follow the stringent mitigation efforts that were previously outlined to you. These have been extremely successful in keeping our staff and residents safe and protected. We are very gracious of your support during this pandemic.

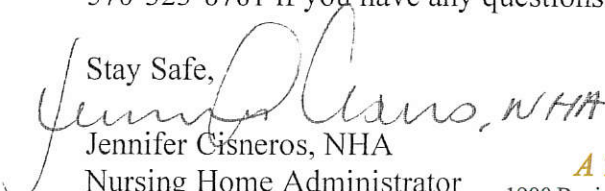
With the weather improving, we are looking to offer outside social distanced visits with your loved one. These will be pre-scheduled and be limited to two family members. We ask that you please continue to follow all guidelines including maintaining a distance of at least six feet, hand washing/sanitizing, and wearing a mask. You will be contacted with more details when we are ready to schedule these visits. We ask that you please be courteous of the time limits as we want to afford this opportunity safely to all of our residents and families.

We continue to share updates of facility happenings on our website and social media pages. The Centers for Medicare and Medicaid Services (CMS) recently announced some changes on notification to residents and family members of symptomatic residents or positive COVID-19 cases that reside in skilled nursing facilities. This communication along with our mitigation efforts will be posted on our website today, May 8th. Should positive cases or symptoms develop we will be providing an ongoing means of communication to you.

In recognition of National Nursing Home Week, May 10-15th, our caring and dedicated staff have planned an array of special activities to celebrate the special relationships they have with the residents designed to continue to lift everyone’s spirits. Please be sure to visit our Facebook as we capture these activities.

As the reopening of businesses, and other activities take place please use caution if going out in the community. You are the best defense in successfully fighting this pandemic. Thank you for your patience and cooperation during this challenging times. Do not hesitate to contact me at 570-323-8781 if you have any questions.

Stay Safe,


Jennifer Cisneros, NHA
Nursing Home Administrator

A Tradition of Caring
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Dear Resident and/or Family Member,

In accordance with the requirements of the Interim Final Rule published by Centers of Medicare and Medicaid Services (CMS) in the Federal Register on May 8, 2020, residents, their representatives and families will be advised if there has been an occurrence of COVID-19 as well as three or more residents or staff with new-onset respiratory symptoms occurring within the past 72 hours. There are not any COVID-19 cases at this time. There are no residents who are showing an onset of respiratory symptoms.

We continue to follow the guidance of the Centers for Disease Control (CDC), Department of Health (DOH), and Centers for Medicare and Medicaid Services (CMS). We have taken the following steps to mitigate, prevent or reduce the risk of transmission, including altering normal operations:

1. The Facility restricted visitation by prohibiting all non-essential visitors from entering into the facility.
2. Team members/essential visitors are screened for signs and symptoms upon entering and exiting the building each and every day.
3. Additional training for staff members regarding infection control practices.
4. Team members/essential visitors are limited to one entrance to control all traffic into the community.
5. Everyone is required to thoroughly wash or sanitize hands and wear a facemask before entering the community.
6. Dining areas and non-medical resident outings and other social events are ALL postponed. Individualized activities and ones that promote social distancing will continue.
7. Increasing specialized infection control cleaning to sanitize the community in addition to the environmental staff cleaning daily duties.
8. Any resident that is a new admission or a readmission is screened and is quarantined for 14-days even if they do not exhibit symptoms of the virus.

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9. Staff are equipped with all appropriate personal protective equipment (PPE).
10. All team members are required to maintain social distancing when not assisting with resident care.
11. Utilization of CMS waiver program to train additional nursing assistants

In addition to the above, please note that residents, their families and team members are provided with routine updates about COVID-19. The community is offering residents and families one-on-one assistance with FaceTime and Skype videoconferencing. Activities programs continue to be creative while honoring social distancing.

If you have any questions or concerns, please feel free to reach out to me at 570-323-8781.

Thank you for your time and attention,

Jennifer Cisneros, NHA

Nursing Home Administrator