



April 3, 2020

Residents and Family Members:

The Centers for Medicare & Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC) today issued new recommendations to State and local governments and long-term care facilities (also known as nursing homes) to help mitigate the spread of the 2019 Novel Coronavirus (COVID-19).

In recent weeks, CMS and CDC, at President Trump's direction, have worked together to swiftly issue unprecedented targeted direction to the long-term care facility industry, including a general prohibition of visitors, as well as strict infection control and other screening recommendations.

Today the Centers for Medicare and Medicaid Services (CMS) posted new recommendations for Long Term Care Facilities effective immediately;

For the duration of the state of emergency in their State, all long-term care facility personnel should wear a facemask while they are in the facility.

When possible, all long-term care facility residents, whether they have COVID-19 symptoms or not, should cover their noses and mouths when staff are in their room. Residents can use tissues for this. They could also use cloth, non-medical masks when those are available. Residents should not use medical facemasks unless they are COVID-19-positive or assumed to be COVID-19-positive.

While these recommendations are suggested for long-term care facilities, we are implementing them for all licensed areas. We will continue to monitor all residents twice daily for respiratory illness (i.e. fever, cough, shortness of breath and sore throat) and report to the medical provider (MD, NP, PCP). Residents leaving campus for medically necessary appointments will need to wear a facemask.

We want our residents and resident family members to rest assured that Still Hopes is taking every possible precaution to mitigate any potential exposure of the COVID-19. We will continue to follow the guidance from CMS, CDC, DHEC, the SC Governor, and the President.

Initiatives that we will continue to comply with to ensure the safety of our residents and staff:

- Staff, vendor and visitor screening process upon entry to facility.
- Resident monitoring twice daily for signs and symptoms of respiratory illness.
- No communal dining.
- No group activities.

- Review all potential admissions for appropriate testing and/or screening.
- Restricting all visitors with exceptions for compassionate care, such as end-of-life situations.
- Restricting all volunteers and nonessential health care personnel and other personnel (i.e. barbers).
- Continue and discontinue infection control guidelines set forth by CDC.

As always, Still Hopes is completely dedicated to taking every precaution to provide the safest environment possible for our residents and guests. We encourage you to monitor the news and stay abreast of official guidelines when it comes to this virus. Should you have any questions, please contact Stephanie Parker at (803) 739-5002.

Important Phone Numbers:

Nikki Robertson, Director of Health Services

(803) 739-5043

Hilary Bassett, Assistant Administrator and Head Compliance Officer

(803) 995-8080

Elizabeth Dickerson, Director of Nursing

(803) 739-5022

Leah Harrelson, Assistant Director of Nursing of Rose Gardens/River Banks

(803) 739-5036

Tammy Woske, Assistant Director of Nursing of Jane Bruce Neighborhoods

(803) 739-5039

Lisa Fitzgerald, Assistant Director of Nursing of Sanders Rehab

(803) 995-8064

Tacey Gohean, Director of Community Services

(803) 739-5047

Greenway Front Desk

(803) 995-8100

McDowell Front Desk

(803) 739-5046

Nikki Robertson, Director of Health Services