

Personal Care Update to Residents, Families and POAs

March 23, 2020

We are blessed by the support and encouragement of the residents and family members, board members and supporters who are part of the Welsh Mountain Home family. These are unprecedented times and we are closely monitoring the guidelines and protocols of the CDC, the State of Pennsylvania and others as we make difficult decisions. We understand the very personal impact these decisions have on each of you. Please know that the health and safety of our residents and team members is our primary concern.

The following Q&A is to keep you informed and provide answers to recent questions:

What is the status of visitors to Welsh Mountain Home?

The policy put in place last week remains, only essential visitors, those visiting residents at end of life and/or providing care (Hospice) will be permitted.

What are some other ways to connect with loved ones?

We encourage phone calls. We hope to be able to increase the frequency of these as we get this system in place. Family members are also welcome to send flowers or balloons. We ask that food not be delivered unless it is in small, individually wrapped, single-serve packages.

Are team members being screened?

Yes, all team members are being screened daily, prior to resident contact, using the criteria from CMS for respiratory illness. Temperatures are checked.

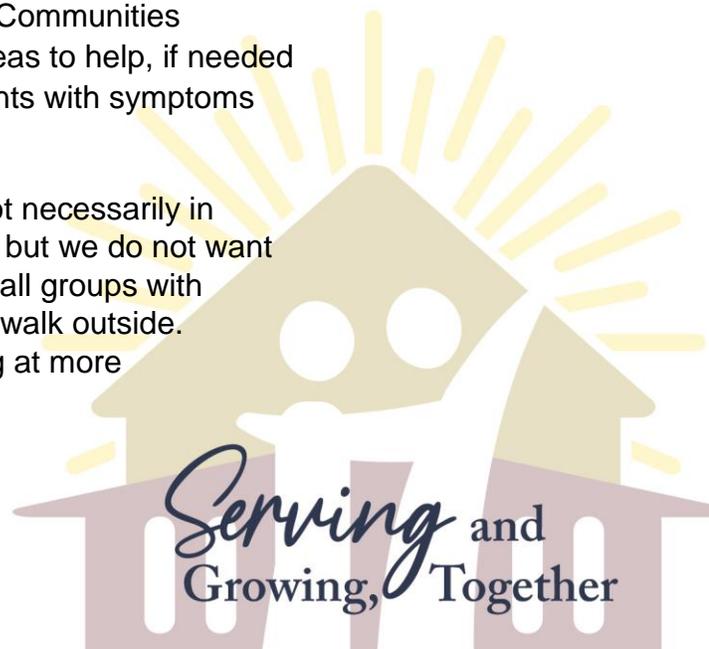
How is WMH preparing for Covid-19?

We are preparing in many ways, including:

- Building critical staffing plans across Landis Communities
- Training team members not in direct care areas to help, if needed
- Creating designated areas to care for residents with symptoms

Are residents required to stay in their rooms?

Residents are currently staying in their areas but not necessarily in their rooms. We are working to keep everyone safe but we do not want them to feel isolated. Activities are being held in small groups with appropriate social distancing. If able, residents can walk outside. Appointments have been limited and we are looking at more Telehealth options.



What about Dining?

At WMH we are delivering all meals to resident rooms for the time being. Universal precautions are being taken including frequent hand washing and disinfecting.

How can you help?

- Many of you have expressed words of encouragement and are offering prayer support. These words and prayers are greatly appreciated by residents and team members. Cards are also greatly appreciated.
- Essential supplies are becoming an issue. Several volunteers have begun making masks and washable gowns. If you are interested in assisting, please call 717.355.9522.
- Other supply needs include brown paper lunch bags, sandwich baggies, disposable cups with lids and straws.

A few other things to share...

- This is a fluid situation and any of the information shared today could change at any time. We will continue to communicate as often as possible.
- Contact Jenny Sheckells with questions/concerns at jsheckells@landis.org or 717.381.3573.
- Team members have expressed that they have been grateful they are able to spend more focused time with the residents in their care. They feel like family and want to serve as family would.