

April, 20th 2020

Dear Family and Friends:

I would first like to extend my wishes that you and your families are in good health and holding up well in light of the terrible virus that has impacted us all. I would also like to assure you that the safety and wellbeing of our residents and staff remains our greatest concern and top priority. Facility leadership is working with the Department of Health (DOH) and Centers for Disease Control and Prevention (CDC) guidance to protect all residents and are meticulously following their guidelines.

Last week we were notified by the hospital that a small number of our residents returning to our center have tested positive for COVID-19. These residents currently reside in isolation rooms under full contact precautions in order to limit the interaction with other residents. In continuing with the guidelines set by the NYSDOH, a number of our units remain on quarantine. We do this out of an abundance of caution and not due to a suspicion that all residents on those units have been infected. You will be contacted if your loved one is suspected or diagnosed with COVID-19.

I am happy to report that we have a large number of residents whose symptoms have been resolved under the care of our doctors and staff and expect this trend to continue. In addition, over the past five days we have had three days of no new residents presenting with COVID-like symptoms (not necessarily COVID positive). The other two only have had one each day. We are working diligently and proactively to reduce this number to zero.

We continue to do everything we can to ensure we stop the spread of COVID within our center and are staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps. Some of these steps include:

- Staff is being actively monitored prior to entering the building to ensure they don't have any symptoms (including fever) and are wearing masks anytime they are in contact with our residents
- While in the building, all staff are wearing N95 masks and other personal protective equipment as necessary
- All residents are being restricted to their rooms, where they are having their meal delivered and have members of our activity staff visiting them for one on one programs.
- Resident's that have tested positive for COVID-19 are being roomed together or isolated
- Temperatures, respiration and oxygen levels are taken for every resident at minimum once per shift, more often if indicated
- Continued restriction of all visitors, volunteers, and non-essential staff from entering the facility
- Additional, strict cleanings of rooms, hallways, and all areas of the building

The restriction of visitors remain in place and we encourage you to call our center for updates on the status of your loved one. Please understand that our courageous staff is working tirelessly to ensure the health of your loved ones and they will strive to return any calls for updates by the end of the day. We also understand that connecting with family members is incredibly important to

our residents. Family members are **encouraged** to connect with their loved ones through video chat,

calling, texting, or other social media formats. Please contact the activity department to arrange such services.

We are very cognizant of the potential mental stress this situation may place on some of our residents and we are taking steps to mitigate that as much as possible. Our activity staff are making regular visits to each resident and mental health specialists are available for those who need it.

Please be assured that in anticipation of this crisis, the facility endeavored to build up a stock of Personal Protective Equipment. With the support of NYC Office of Emergency Management, we have been able to continue to maintain an adequate amount of these supplies to ensure the safety of our staff and residents.

I ask that you to join me in acknowledging the dedication and courage of the staff at Waterview nursing Care Center. Their continuous daily efforts and sacrifice have been a great inspiration to management and residents alike. They are truly the unsung heroes of this crisis.

We continue to stay up to date on the CDC recommendations as they may continue to change. We are in close contact with the local and state health department and are also following their guidance.

As you might be aware from our phone calls and social media posts, an informational hotline has been setup to keep you updated on any changes that take place in the facility. That's number is 718-321-1984. If you have any questions please feel free to contact the facility at 718-461-5000

I thank you for your understanding and patience as we navigate through this crisis and wish you all the best of health.

A handwritten signature in black ink, appearing to read 'Michael Berger', with a long horizontal stroke extending to the right.

Michael Berger, LNHA
Administrator