



May 8, 2020

To Members of Our Laurel Family:

The Laurels is committed to effective communication during this unprecedented time in our history. We have updated our COVID-19 Resources web page as an extension of our efforts and to serve as a means to update the residents, families and responsible parties, our associates and the communities we serve.

On this restructured COVID-19 Resources website page, which replaces our previous COVID-19 Policies page, we will provide information that we feel will be helpful to our stakeholders and also satisfy CMS reporting requirements pursuant to 42 CFR Section 483.80(g). Our team has worked hard this week to get the website transformed; you may want to use a standard desktop or tablet to view, and we apologize that it may not be perfectly mobile friendly, yet! On our page, you will find separate tabs of information for the following topics:

- **Facility Data** – We will report: New Onset of Respiratory Symptoms; Confirmed Infection of COVID-19; New Onset Respiratory Symptoms Over the Last 7 Days; Cumulative Total of Confirmed Active Infections of COVID-19; and Recovered from Infection of COVID-19. We expect to update our data according to the guidance which is by 5 p.m. the next calendar day following the occurrence of either a single confirmed infection of COVID-19, or three or more residents or staff with new-onset of respiratory symptoms occurring within 72 hours of each other. Further, we will include a cumulative update at least weekly.
- **Facility Mitigating Actions** – We will share the mitigating actions we have implemented to prevent or reduce the risk of transmission.
- **FAQs** – We have shared some of our most frequently asked questions (FAQs) and our responses.
- **Family Resources** – Prior communications and tips are included here.
- **Public Resources** – Links and websites that may be helpful to you.
- **How to Help** – A new page that we have created as so many of our stakeholders have asked how they can help or support us; we appreciate it and have shared some ideas.

In addition, we want you to be aware that we will be providing a similar letter to your loved one and will assure your loved one has access to this information in a printed or electronic format at their request.

We have been humbled by the support we have received from the local community and we truly appreciate everyone's continued cooperation and understanding as we respond to the new way of delivering care and services during the COVID-19 pandemic.

Sincerely,

Your Administrative Team at The Laurels