

March 14, 2020

Dear Family Member, Friend, and or Responsible Person,

As you may have heard in the news, President Trump has declared a national emergency as a result COVID-19. This development triggers heightened infection control practices and protocols as recommended by the Centers for Disease Control (CDC). In addition, the Pennsylvania, Department of Health (PA DOH) has issued Interim Guidance that recommends a no visitor policy in nursing homes except instances of end-of-life events that require visitation. Please know that maintaining the health, wellness, and safety of your loved one is our number one priority.

Effective immediately, St. Anne Home will restrict visitation on our campus as required by the Centers for Medicare & Medicaid Services (CMS) and the PA DOH. Based on federal guidance, no visitor will be permitted into our community except for certain compassionate care situations, such as an end-of-life situation.

Please know that the news about the spread of this new disease is concerning for us all. We understand that communication with your loved ones is incredibly important and encourage you to communicate with them in other ways such as the telephone, video chat, email, or social media.

In addition to restricting visitation to prevent the illness on our campus, we are also focused on infection control best practices with our staff and residents. Staff has been trained on the symptoms of the coronavirus (COVID-19), CDC recommended infection prevention techniques, and have clear protocols for staff to stay home and not come to work if they are ill or symptomatic.

We continue to monitor information and guidance from the PA DOH and the CDC, and are working with state and local public health and emergency preparedness officials to prevent the illness and strengthen our preparation for and response to outbreak.

We apologize in advance for any inconvenience this may cause, but believe it is in the best interest of residents. We will continue to keep you informed and do not hesitate to contact me and or Christy Kremer, Assistant Administrator with any questions or concerns you may have. Ann Donovan, Director of Nursing and Andy Porterfield, Infection Control Preventionist are also available to answer any questions or concerns related to residents in our Nursing Facility and June Czarnecki, Villa Angela and Christy Kremer are available to answer with any questions or concerns you may have related to residents living in Villa Angela at St. Anne Home. Our entire care team is here to serve you and answer your questions. Thank you for the opportunity to care for your loved one.

Sincerely,



Jeffrey S. Long, NHA, MHA, MBA  
President and CEO