

M E M O R A N D U M

Date: December 15, 2020

To: TLRC Residents, Family Members and Employees

From: R Kevin McFeely, President & CEO

Re: Today's COVID-19 Case Update

Based on the test results that came in today, we received notice that one (1) Health Center resident and four (4) Health Center staff members have tested positive for COVID. We continue to temporarily relocate all Health Center residents who have tested positive to the Alpine section of the Health Center in order to minimize additional spread of the COVID virus. The Health Center employee is not working and will not return for at least 10 days provided they do not exhibit any symptoms.

I am aware there are many questions regarding when our residents and staff will be eligible to receive the vaccine. We do not have any specific dates about when we will receive these vaccines and our understanding is that it will be available initially for only nursing home residents and our Health Center staff members. I know there are discussions occurring among Federal and State officials about non-nursing home residents who live in communities such as TLRC and when the vaccine will be made available to them. Please know we are as anxious about this as you are and once we have more definitive information about the distribution of the vaccine, this information will be shared with you.

Lastly, I am aware of complaints regarding the time it is taking to answer phone calls. Please understand that our staff answers the phone as quickly as they can, whether it is the receptionists, or the Health Center staff. With the number of COVID cases I have reported to you over the last couple of weeks, our staffing levels have been impacted. We are still able to safely care for our Health Center residents and meet their needs, but this means it is taking longer to answer phone calls. I appreciate your patience and understanding with this and promise you the time to answer calls will become shorter.

Please continue to adhere to the established protocols in order to keep everyone safe and healthy.

Thank you.