



May 22, 2020

Families and Friends,

As we continue to keep you up to date on what is happening at Crystal Health and Rehab, we want to assure each one of you that we are doing everything in our power to combat COVID-19.

We at Crystal Health and Rehab are trying to be as transparent as possible during these extremely trying times. All precautions are already being taken to prevent any further spread.

We have implemented numerous measures within the facility and outside of the facility to ensure that the residents are safe. We are following all policies and procedures that have been put in place by the Department of Health, ACHA, CMS, and the CDC. We have been in close contact with the local agencies over the past few months and are working in collaboration with them for the safety of all our residents and employees.

There are currently 15 residents here at Crystal who have tested positive for COVID. The positive residents are currently in isolation with dedicated employees taking care of them. Those specific staff members are NOT the same staff members taking care of the non COVID residents. Since the start of this pandemic, we have ample supplies of PPE and are not near any shortages whatsoever. In the beginning, our phone systems were having issues with an abundance calls from concerned family members, but the issues have now been resolved and communication has improved. We have a brand-new phone system in place with a designated hotline specifically for Covid-19 updates and results. The hotline is constantly updated with the most recent information as soon as we find out. As our residents recover, we will see these numbers drop. This week in consultation with the local agencies we have retested all residents and staff of the facility. The Department of Health and the laboratories have advised us, that we should have the results at the end of next week. As soon as they release the result's we will let you know.

We understand how heartbreaking and difficult it is to not be able to see or visit your loved ones. Although not ideal, if you would like to have a video call with one of your loved ones, please feel free to contact our facility and we will arrange a call with you. We would like to do the best we can to maintain the family connection. We have started a drive by visitation schedule as well where families can bring signs and wave at loved ones. These visitor restrictions will continue to be in place until directed further by the CDC, CMS and the department of health.

As always, we are here to make you as comfortable as possible during these trying times. We will continue to pray for you and your family members. We wish you continued health and clarity. Please don't hesitate to reach out to any of us with any questions or concerns.

- Your Crystal Health Family