



May 6, 2020

### **Message from the President**

As the COVID-19 pandemic continues to evolve, so does Pomeroy Living. While our lives have most certainly changed, our mission has not. The health, safety and wellbeing of our residents and employees remains the highest priority for the caring, passionate and extremely hardworking Pomeroy Living team.

### **Our Efforts**

Our leadership team has proactively responded to this difficult and dynamic situation, working tirelessly to provide the necessary support, guidance and most importantly, recognition to our frontline staff for their truly heroic efforts. It has been a privilege to work alongside such dedicated people as we navigate these uncharted waters together. I'd like to take this opportunity to highlight just a few of the steps we are taking:

- We continue to follow the ever-changing policies and procedures from the Centers for Disease Control (CDC), as well as local and state health agencies.
- We are providing on-going training and education for our staff on the evolving protocols for infection control and the proper use of personal protective equipment (PPE).
- We are implementing the use of telehealth technology within our Skilled Care communities to facilitate remote consultation with medical specialists on a regular basis.
- We have set up two isolation units in our skilled nursing communities with dedicated staff to treat patients with COVID, while maintaining COVID-free units.
- We have done our best to communicate through emails, letters and personal phone calls so you are the first to know when COVID-19 has impacted you or your loved one's community in any way.

It is essential that we find and adopt new creative ways of interacting and connecting with our seniors, and others in the community at higher risk, in these unprecedented times. So, while restricted access and other precautionary measures remain in place, we continue to encourage our family members to reach out to their loved ones through letters, email, phone, and video chat. If you have other ideas or suggestions for us on how to make this situation better, please share them with your respective community for our thoughtful consideration.

### **Good News**

Our efforts appear to be working. We have communities that remain COVID-free. We have been able to accept new residents in all our Pomeroy Living communities since the beginning of this pandemic and we intend to continue to do so with a restricted move-in policy. Although these restrictions are



unpopular, they are necessary to protect our most vulnerable population and we thank you for your understanding.

Our skilled nursing facilities are now celebrating the recovery of COVID patients. Their 'graduation' home is a time of celebration, bringing a renewed sense of hope for the staff and cheers of gratitude from the families. Every success encourages our team we will overcome this virus.

Finally, I would like to express my sincere gratitude to all the companies who have donated face shields and N95 masks for our frontline workers. We are beyond grateful for your generosity.

It is an honor to serve your family. Thank you for the support you have given us.

I hope you and your loved ones remain safe and healthy.

Sincerely,

Nick Peraino