



QUALITY *Life* SERVICES™

Quality Life Services – New Castle has been actively responding to a COVID-19 outbreak since the first positive case at that facility was confirmed on September 23, 2020. No doubt, COVID-19 has impacted the health of our residents and staff, and has created much anxiety in the local community. Unfortunately, some of the information that is circulating about our current outbreak is inaccurate and incomplete. First and foremost, and contrary to a local news story, the National Guard is not onsite at Quality Life Services – New Castle and we have no reason to expect them.

Allow us to share some additional information about our extensive efforts to respond to this pandemic in an effort to keep our community more fully informed as we continue to combat this vicious disease.

Well prior to the onset of any positive cases in any of our QLS facilities, our leadership team had already prepared a detailed COVID-19 response plan covering:

- **cohorting (separating) positive, symptomatic residents from unaffected residents**
- **maintaining adequate staffing levels**
- **screening staff and vendors prior to their going to resident units,**
- **securing supplies of personal protective equipment (PPE)**
- **reinforcing recommended infection control measures**
- **visitation restrictions**
- **COVID testing processes and**
- **communicating with families and our local community**

We are following the most up-to-date guidance from the Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS) and the Pennsylvania Department of Health (DOH). We have been in regular communication with the local field office of the DOH to exchange updated information and implement recommended response measures. We have completed and passed multiple Department of Health infection control surveys without a single deficiency.

We have been working collaboratively with the Regional Response Health Collaborative Program team from Allegheny Health Network as well as our own Corporate Medical Director and Clinical Services Team to provide care and treatment consistent with all recommended clinical protocols and infection control measures.

We are in regular communication with residents, families, and staff on important developments. Our effort to be transparent about the current COVID situation in all QLS facilities is

reflected by our COVID Test Tracking Tool on the Quality Life Services' website where the positivity rates of residents and staff are updated daily.

The leadership and staff of Quality Life Services – New Castle are incredibly courageous. We know there are no greater examples of the Quality Life Services' Values. We could not be more thankful for the fierce leadership of the home's administrator, Heather Allison, and her entire team. They are steadfast in their commitment to the health and well-being of the residents and their co-workers.

For more information, please visit www.QualityLifeServices.com.