



333 Mill Street, Hagerstown, MD 21740 • 301-665-8700 Phone • 301-766-0800 Fax

05/14/20

Dear Residents and Families/Representatives,

We are happy to report that, as of today, there are no confirmed cases of COVID-19 in our facility.

Our residents and staff's safety remain our top priority and we want to assure you that we are working tirelessly to keep everyone in our community safe. We continue to follow the recommendations of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), to implement enhanced protective measures, such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering.
- Residents are continually monitored.
- Housekeeping is performing regular deep cleanings of the facility.
- Staff receives education and wears personal protective equipment (PPE) as recommended by the CDC.
- Group activities have been suspended and staff is providing individual activities for residents.
- We are implementing isolation protocols as required.
- We encourage staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

As a reminder, we will notify you through our website of newly confirmed cases of COVID-19 as well as when three (3) or more residents and/or staff present with new onset respiratory symptoms that occur within seventy-two (72) hours. We will also update you with any new steps we are taking to prevent and reduce the risk of transmission of COVID-19.

Again, please check our website for more updates and information. If you have any questions or concerns please contact us directly 301-665-8700.

Sincerely,

Chad Breach

Chad Breach
Administrator



333 Mill Street, Hagerstown, MD 21740 • 301-665-8700 Phone • 301-766-0800 Fax

5/22/20

Dear Residents and Families/Representatives,

It is hard to believe that it has been over two months since COVID-19 changed all of our lives so drastically. We have all had to make big adjustments in an effort to keep everyone in our community safe, and we appreciate your support as we continue to take all necessary steps to prevent further spread of COVID-19.

Our staff has been working hard to make sure our residents are safe and we are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility.

We are committed to keeping the number of positive cases in our facility at zero. However, we recognize this is an extremely contagious virus and we must remain vigilant in practicing the enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

Due to some technical issues, we have not been able to post these updates on our website as we had anticipated. We believe these issues will be resolved soon and we plan to resume electronic updates as soon as possible. In the meantime, and until we can update our website, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 301-665-8700.

Sincerely,

A handwritten signature in black ink that reads "Chad Breach, NHA".

Chad Breach
Administrator

Willow Springs Health & Rehabilitation Center

5/25/20

Dear Residents and Families/Representatives,

It is hard to believe that it has been over two months since COVID-19 changed all of our lives so drastically. We have all had to make big adjustments in an effort to keep everyone in our community safe, and we appreciate your support as we continue to take all necessary steps to prevent further spread of COVID-19.

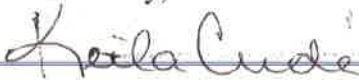
Our staff has been working hard to make sure our residents are safe and we are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility.

We are committed to keeping the number of positive cases in our facility at zero. However, we recognize this is an extremely contagious virus and we must remain vigilant in practicing the enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

Due to some technical issues, we have not been able to post these updates on our website as we had anticipated. We believe these issues will be resolved soon and we plan to resume electronic updates as soon as possible. In the meantime, and until we can update our website, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly 325-692-2172.

Sincerely,



Keila Cude
Administrator



333 Mill Street, Hagerstown, MD 21740 • 301-665-8700 Phone • 301-766-0800 Fax

5/28/20

Dear Residents and Families/Representatives,

It is hard to believe that it has been over two months since COVID-19 changed all of our lives so drastically. We have all had to make big adjustments in an effort to keep everyone in our community safe, and we appreciate your support as we continue to take all necessary steps to prevent further spread of COVID-19.

Our staff has been working hard to make sure our residents are safe and we are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility.

We are committed to keeping the number of positive cases in our facility at zero. However, we recognize this is an extremely contagious virus and we must remain vigilant in practicing the enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

Due to some technical issues, we have not been able to post these updates on our website as we had anticipated. We believe these issues will be resolved soon and we plan to resume electronic updates as soon as possible. In the meantime, and until we can update our website, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 301-665-8700.

Sincerely,

A handwritten signature in black ink that reads "Chad Breach, NHA". The signature is written in a cursive style.

Chad Breach
Administrator