



August 29, 2020

Dear Family Member and Resident,

We received some unfortunate news this morning that one of our staff members has tested positive for COVID-19. I want to assure you that we are monitoring residents and staff closely for signs and symptoms. As I have informed you in the past, we have a well-established protocol, including the use of proper personal protective equipment, to keep our residents and staff safe and to prevent the spread of infection in the facility. Our staff are monitored daily and tested weekly.

Unfortunately, due to current Department of Health regulations, our in-person visitation has been suspended for a minimum of 28 days. We will continue to conduct iPad video calls and window visits. Please contact the facility to schedule as needed. If you already have a scheduled in-person visit, we will conduct that visit as a window visit outside the sunroom of the community dining room. If you have any questions or concerns, please feel free to reach out to us at (315) 361-2016.

I will continue to update you on any developments. I sincerely thank you for your understanding and support.

Yours Truly,

Fortunato (Fred) Scerbo III, LNHA

Administrator