



**COVID-19**  
**Family Member/Responsible Party Update**  
**May 4, 2020**

Dear Haven and Terrace Responsible Party,

Information is power and we continue to learn more. As we learn more, we adjust. We are fortunate to hear from several retirement communities in the Lancaster area on how they have and continue to combat COVID within their organizations. Several have commented on the benefits of being able to test residents at the time of admission. Valley View has been approached to participate in a new test, CSI-DX, which is a more sophisticated test and offers greater sensitivity in its results. This test is administered as a nasal swab with a 24-hour turnaround time for results. This new test would provide us with greater peace of mind and probability that new admissions are COVID-Free.

**Testing:**

It remains our goal to be COVID-Free. Although we remain prayerful, we do not want to be naïve in believing this is a guarantee. For this reason, we plan to revise our existing plan to include the testing of all new admissions to the Haven/Rehab/Memory Lane. Already, new admissions are placed on special contact precautions for 14 days with team members wearing all appropriate protective equipment when providing care. This care is provided within a designated COVID area on Valley View's Short-Term Rehab unit and by designated team members. This practice is consistent with the direction of all state and federal regulators.

**Personal Protective Equipment/Supplies:**

You have probably heard on the news about the shortage of Personal Protective Equipment (PPE). At this time, we have adequate supply for our needs and should that change we would work with various community resources in obtaining additional support. We continue to accept homemade masks for team members and residents to wear with all donations being GREATLY appreciated!

**Notification:**

If the situation would arise that Valley View had a confirmed COVID case on its campus, we would be alerting residents, families, and team members of this information. Our goal is transparency and timely notification. Please continue to visit Valley View's website [www.vvrconline.org](http://www.vvrconline.org) or dial the main number (717)935-2105 for updates. We are in the process of researching alternative mass communication systems that could call, send text, and/or email. Our current provider of this service is not meeting our needs. We plan to have this enhancement and offering in the near future.

**Governor Wolf and State Activity:**

As we anxiously await the phasing and reopening of PA businesses and activity, it is important to remember that Governor Wolfe speaks broadly for the state. **Valley View has more stringent guidelines it must follow.** Most of our implemented efforts have been directed by Department of Health (DOH) responsible for nursing facilities and from Centers for Medicare and Medicaid Services (CMS). As we receive guidance on when our practices can be adjusted, we will certainly let you know. At this time, **it is probably safest and most realistic to assume that our measures will need to remain in place for the month of May.**

**Visitation:**

We recognize the separation of not directly seeing your loved one in over eight weeks is becoming more unbearable. For this reason, we are brainstorming alternative ways for you to interact with him/her that maintains all social distancing specifications as well as permitted travel within Mifflin County. We plan to have an alternative option to offer you within the next week or two with a special invitation to follow in the mail. Please be on the lookout for this special mailing.

**Well Wishes:**

We thank each of you for your cards, special treats, and prayers over the last several weeks. It has been a tremendous blessing to have you recognize the efforts of the dedicated Valley View Team. Our well wishes and thoughts go to you as well. May this situation continue to bless us with patience and perseverance as we face each day.

Respectfully,

A handwritten signature in cursive script that reads "Nicole M. Sarver".

Nicole Sarver, CEO