

Dear Sir or Madam,

On Wednesday, June 24, Samaritan Health received notice one staff member at Samaritan Keep Home, in one of our training classes, tested positive for COVID-19. The staff member had been tested four times prior and has been negative until now. The staff member has been asymptomatic all along and was unaware they had the virus. They will be quarantined for 14 days and retested before they begin to train again.

This staff member has had no interaction with residents, as they were in classroom training. The risk to residents is minimal because of universal face mask use and heightened proper hand washing. All residents remain on precautions and are being closely monitored for symptoms.

Please understand that each time there is a positive result in our facility we will communicate this to you.

So far, we have performed over 5,000 COVID-19 tests on all long-term care staff members – only six results have come back positive from five staff members. In addition, we have tested all residents at Samaritan Keep Home who were willing to be tested, and all were negative. We are confident the additional precautions staff have been taking, including wearing masks and regular, deep sanitization of the facility, have greatly helped limit exposure.

Unfortunately, as we've seen across the state and country, the unpredictable nature of this virus and the potential for those infected not to show symptoms can cause some cases to go undetected.

The health and safety of our residents and staff remains our top priority. All staff will continue to be tested once or twice per week to check for additional asymptomatic cases. As always, any employee showing symptoms will be tested immediately and will not be able to work.

Since early March, numerous precautionary measures have been implemented at Samaritan's two long-term care facilities to ensure our residents and staff remain safe from this Coronavirus. These efforts include temperature checks upon every entry, asking a series of screening questions, requiring face masks for all staff and vendors, sanitizing, masking residents if they leave the facility, resident temperature checks every eight hours, and other precautionary measures. We have also taken great care to abide by the state's stringent guidelines regarding COVID-19, many of which we put into place before they became mandatory. We are fully prepared to care for any resident that may contract COVID-19. We have a plan in place to separate residents and have fully-trained staff to provide care.

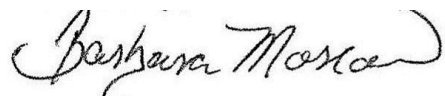
This information is not intended to alarm you. While you are apart from your loved one during this crisis, Samaritan Health is committed to keeping you informed, and per state guidelines, we will continue to send you notifications as necessary. Should any other staff members or residents test positive, or any other pertinent updates develop, we will make sure you are aware. You will receive a text message or phone call and will be directed to our webpage for all updates: [www.samaritanhealth.com/covid-ltc](http://www.samaritanhealth.com/covid-ltc). This is the fastest and most efficient way to notify you.

In the event there are any health concerns for your family member, Samaritan staff will call you personally. Communication has been our priority with our family letters, social media posts, video chats and phone calls, and this will continue.

If you have any questions, please contact us directly. We are here to speak to you and hope you know your loved ones are our priority. Please feel free to call me, Barbara Morrow, Vice President of Long Term Care, at 315-785-4421, or Donna MacPherson, Director of Nursing/Infection Control Practitioner, at 315-785-4429.

Thank you for entrusting us with the care of your loved one. We take that charge seriously and will continue to do all in our power to mitigate the impact of this disease on our community, particularly on our senior residents.

Sincerely,

A handwritten signature in cursive script that reads "Barbara Morrow".

Barbara Morrow, MS, NHA, CHC  
Vice President of Long Term Care  
Samaritan Keep Home  
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Watertown, NY 13601  
315-785-4421