

*Magnolia Manor*  
GREENVILLE

411 Ansel Street  
Greenville, SC 29601  
(864)232-5368 Office (864)232-7599 Fax

**May 14, 2020**

Dear Residents and Families/Representatives,

We want to take this opportunity to update you regarding COVID-19 and our facility. As always, but especially now as we deal with the new coronavirus pandemic, we strive to be timely and transparent in the information we provide. As such, please read the information below so that you are aware of what is going on in our facility and know the steps we are taking to keep our community safe.

**CURRENT COVID-STATUS**

As of today, we are happy to report that our facility has no confirmed cases of COVID-19.

**WHAT WE ARE DOING**

The safety of our residents and staff is our top priority and we will continue to follow the recommendations and guidance of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering the building.
- 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.

**FUTURE COVID-REPORTING**

In an effort to provide you with up-to-date information about COVID-19 in our facility, we will notify you of newly confirmed cases of COVID-19 as well as when three or more residents and/or staff present with new onset respiratory symptoms that occur within 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.

To ensure that all parties are notified as quickly as possible and have access to the most recent notifications, we will post all updates on our facility website at <http://www.magnoliamanorgreenville.com/> under the COVID-19 information tab. We will

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provide specific updates to representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19. We also encourage you to visit the CDC website ([www.cdc.gov](http://www.cdc.gov)) to learn more about COVID-19 and how you can help prevent the spread of this virus.

**CONTACT US**

We understand these uncertain times bring up many questions, and while we are making every effort to provide you with as much information as possible, we are happy to discuss and questions or concerns you have. Please feel free to contact us directly at (864)232-5368 and ask for Patricia Cruthirds, Director of Nursing, or Ashley Lloyd, Administrator.

Sincerely,

*Ashley Lloyd, LNHA, BSW, MA, MHA*

Ashley Lloyd, LNHA, BSW, MA, MHA  
Administrator

*Magnolia Manor*  
GREENVILLE

411 Ansel Street

Phone: 864-232-5368

Fax: 864-232-7599

May 22, 2020

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.

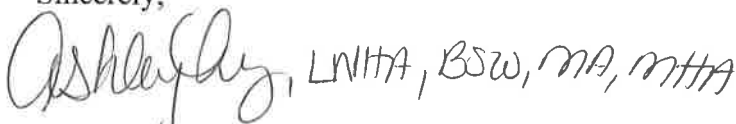
Our staff has been working hard to make sure our residents are safe and we are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility.

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 Magnolia Manor of Greenville at (864)214-9410.

Sincerely,

Handwritten signature of Ashley Lloyd in cursive script.

Ashley Lloyd, LNHA, BSW, MA, MHA  
Administrator



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**WEEKLY UPDATE**

**May 29, 2020**

Dear Residents and Families/Representatives,

Please accept this letter as Magnolia Manor of Greenville's weekly update to keep you informed about what our facility is doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

As of today, we have no confirmed cases of COVID-19 in our facility. We completed 100% of testing of all of our residents and staff members, on Thursday, May 21, 2020. We continue to practice social distancing, increasing the frequency of our disinfecting and deep cleaning procedures, and proper use of our PPE, as recommended by the CDC. Our residents are continuing to enjoy activities, with some creativeness, and virtual visits from their family members and friends.

As we have previously reported, we continue to practice the enhanced safety precautions recommended by our federal, state and local health officials. Only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged 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. We ask them not to report to work if they have symptoms of illness.

We are sorry to report that we are still experiencing technical issues and are unable to post these updates on our website as we had anticipated. As such, we are mailing you this update out of an abundance of caution to ensure you receive this information about our facility. Please continue to check our website at, <http://www.magnoliamanorgreenville.com/>, as we look forward to the issues being resolved within the next few days.

As always, 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 (864)232-5368.

Sincerely,

*Ashley Lloyd, LNHA, BSW, MA, MHA*

Ashley Lloyd, LNHA, BSW, MA, MHA  
Administrator