



Phoebe

Allentown

January 7, 2021

Dear Phoebe Allentown residents and family members,

At Phoebe, the health, well-being, and comfort of our residents is always our highest priority, and we are reaching out to provide an important update on our response to the COVID-19 pandemic. As shared recently, a significant number of residents and some staff at our Allentown facility have tested positive for COVID-19 over the past two weeks. We are continuing to take every precaution to protect our residents and staff and follow all guidelines set forth by the Centers for Disease Control and Prevention and the Pennsylvania Department of Health.

At this time, we continue to maintain appropriate staffing levels above state regulatory requirements. However, upon learning of this surge in positive cases, and as part of our response plan, leadership at our Allentown facility began proactively exploring several contingencies to ensure our residents would continue to receive the high-quality care they deserve. This includes logistical support from the Pennsylvania National Guard, who arrived at our community this morning.

Currently, the National Guard is assisting us in retesting skilled nursing residents and staff members. As the test results come back, we may be temporarily relocating and cohorting affected individuals to more appropriate areas of our community, based on positivity and exposure status. We are in the process of reaching out to residents and family members affected by this situation. The additional help provided by the National Guard enables us to perform these changes quickly and nimbly to provide the best care for our residents.

As we continue to address the challenges presented by this pandemic, we promise to keep you, our community, informed every step of the way. We appreciate your understanding and support. If you have any questions or concerns, please [call our COVID-19 contact line at 610-794-6049](tel:610-794-6049) or visit phoebe.org/covid19.

Sincerely,

Sue Schlener, NHA, RN, BSN
Executive Director, Phoebe Allentown