MENORAH
PARK

10-29-20

TO: Family Members and Residents
FR: Jim Newbrough
RE: Important Update: COVID-19 Testing at Montefiore

I want to update you on the recent uptick in positive COVID-19 test results at Montefiore and alert you regarding some key personnel changes we have made there as well.

As you know, in mid-October, a number of Montefiore residents in one of our units began exhibiting symptoms of COVID-19. Tests were conducted, but the results were negative. After rerunning the tests, several residents tested positive. Fearing that we might be facing a widespread outbreak on our campus, we immediately called in resources from throughout the county and the state to assist us. We were able to retest all the residents in question, confirm positive diagnoses in 34 residents and transfer them to a separate unit for special care. **Our most recent testing indicates that the situation is under control and the number of cases at Montefiore has stabilized**.

As we were addressing this situation, we also began investigating information provided by a member of the nursing staff in the affected unit, who alerted her manager as well as Human Resources that the original tests might not have been conducted appropriately. I am very sorry to report that after conducting a number of interviews with staff, confirming lab results and reviewing patient records, our investigator concluded that Montefiore's Director of Nursing and the Assistant Director of Nursing actually submitted false tests, thereby failing to follow official protocols and procedures related to COVID-19 and failing to follow nursing standards of practice as it related to conducting the tests. I am also sorry to tell you that Montefiore's Administrator failed to oversee the situation appropriately.

However, our investigation did confirm that this situation was limited to a very short period of time, was isolated to one unit at Montefiore and only involved the three staff members identified.

At Menorah Park and Montefiore we hold ourselves to a very high standard of care. In this case, these three individuals clearly failed to meet that standard. They violated the values that are at the core of our organization and we've terminated their employment.

We are in the process of notifying the appropriate state authorities about this matter and we will fully cooperate with any investigation any of them decide to undertake as a result of the information we have shared. Our goal throughout this situation has been, and will continue to be, full transparency.

Before I close, I want to apologize for any worry or concern this situation might have caused you or your loved one. These are very difficult times and I know COVID-19 testing can be stressful under the best of circumstances. I am grateful that a member of our staff came forward to alert us to this issue and enabled us to act quickly to address it. That individual's decision reflects the way we always want to treat our residents – as valued members of the Montefiore and Menorah Park family.

If you have any questions, please contact Director of Public Relations Beth Silver at 216-839-6678 or bsilver@menorahpark.org.

Sincerely,

Jim Newbrough

Jim Newbrough, Menorah Park President and CEO