



To: Pine Run Lakeview Residents, Families and Loved Ones; Pine Run Villagers; Associates
From: Kate Gilbert, Senior Administrator of Personal Care
Date: January 17, 2022
Re: Lakeview Facilities Update

During yesterday afternoon's extreme cold weather, a pipe burst on the 2nd floor at about 1 p.m. Water poured into several 1st Floor rooms, including the Maintenance Office.

- ❖ After the valves were turned off, Housekeeping immediately began to extract about two inches of standing water.
- ❖ All of the aides, nurses, housekeepers, and life enrichment staff stayed with the Residents to ensure they were safe and comfortable during this clean-up.

Later Sunday night, a battery pack that was affected by the water leak appears to have malfunctioned and overcharged. It caused a meltdown of the battery which subsequently caused the smoke that set off the alarms on the first floor.

The smoke initiated 9-1-1 and fire dispatch:

- ❖ Staff moved Residents into a fire-safe area.
- ❖ The Fire Department responded immediately; the Chief and Fire Marshall determined that there was no actual fire.
- ❖ The Fire Department distributed fans throughout the building to dissipate the smoke.
- ❖ Once the smoke was cleared, the Chief and Fire Marshall deemed it safe to return Residents to their rooms.
- ❖ Phone service was briefly interrupted (land lines) and was restored quickly without incident.
- ❖ At no time was it necessary to evacuate the building.

Today, it is business-as-usual. Early-bird Residents enjoyed their breakfast first thing this morning. Activities continue on their regular schedule. Visitation (one person at a time in the Residents' rooms) is also permitted. Outbreak Testing continues today, as well.

The plumber made all repairs yesterday afternoon, and water service was restored to all Resident rooms.

A professional cleaning service is on site:

- ❖ They are doing a full assessment of the area impacted, including any Resident rooms that may have been affected by the water, and have begun the cleanup process.
- ❖ They are running HEPA air scrubbers on the first floor for the next 48 hours.
- ❖ They will wipe down all affected surfaces (walls, ceilings, fixtures, furniture, etc.).
- ❖ Beginning tomorrow, they will start cleaning the carpets. (They have already treated the entire carpet with an anti-fungal inhibitor as part of the cleaning process.)

My sincere thanks to Lakeview Associates; they ensured Residents were safe and comfortable. Our CNAs, housekeepers, maintenance technicians, life enrichment associates, and chefs were on hand during both of yesterday's events. We remain steadfast in our commitment to caring for your loved ones. It is our privilege to do so.