Encore Village
SCHAUMBURG

January 4, 2021

On December 3rd FSO was informed by our lab partner, Quest Diagnostics, that they were unable to provide the number of test kits required for Encore Village and GreenFields to conduct testing for COVID-19 as required by the Illinois Department of Public Health (IDPH). As a result of that notification, Encore Senior Options (FSO) quickly began the search for an alternate laboratory who could fulfill the number of tests required. FSO continued to work with Quest for resident testing and moved associate testing to a new lab.

FSO began use of a new laboratory the week of December 14th for our associates only. Resident testing continued with Quest Diagnostics and no issues have been identified with the resident testing.

Since using the new lab for the testing of associates, we experienced a much higher number of asymptomatic associates that had tested positive for COVID. We also received a significantly higher number of rejected specimens. The data being received was not in-line with our expectations.

In consultation with IDPH and the local health department, we retested a number of associates that had previously tested positive and tested them on December 18th with Quest Diagnostics. None of the results of the retests showed a positive COVID result. This led us to believe that we had some false positives being reported for our associates with this new lab.

We are taking the following actions for those individuals that tested positive with the new laboratory:

- We have ceased testing with the new lab
- Quest Diagnostics was engaged to provide retesting services
- Associates who are retested and have two negative test results are released to return to work by Human Resources
    - At Greenfields:
        - A total of 3 false positives were identified through re-testing for our associates. 1 associate in Independent Living, 1 associate in Willows and 1 associate in Briarwood were identified as having false positives and all have been cleared to return to work by Human Resources
    - At Encore Village:
        - A total of 16 false positives were identified through the re-testing process for our associates. 6 associates in Independent Living, 1 associate in Willows, and 9 associates in Briarwood were identified as having false positives and all have been cleared to return to work by Human Resources.

Going forward:

- FSO has realigned with Quest Diagnostics who has committed to providing the test kits required to perform testing at the frequency required for both our residents and associates
- FSO has adjusted the Caremerge Dashboard to exclude the verified false positives for our associates, and the corresponding community letters will indicate that change as well effective January 4th.

Please feel free to direct any question to me, Linda Flaherty, at linda.flaherty@myfso.org or 847-980-6537.
Thank you,

Linda Flaherty

Linda Flaherty, RN, MBA
Corporate Director, Risk Management