



March 11, 2020

Dear Residents and Family Members

As indicated in our March 2nd letter, we have implemented standards for entering our communities to include ensuring anyone that visits is not experiencing any of the symptoms of the Coronavirus or any other virus, or they have not visited an effected region or been in contact with anyone in the last 14 days that may have the virus. Additionally, we implemented standards for hand washing and hand sanitizing before entering the community to ensure ongoing safe practices while visiting any of our residents.

We are implementing additional steps within our communities to continue the focus on the health and safety of our residents and our team members.

- ❖ We have eliminated all outside entertainers, instructors and volunteers from entering the community that would increase the opportunity to bring any virus into the community. We are limiting any internal activities and engagement to small groups in larger spaces to prevent close contact. All events including marketing events have been cancelled or are being held off site to also prevent bringing any health concerns into the community.
- ❖ We are encouraging residents to alternate their dining times to avoid large groups eating at one time in the dining room as well as offering meals to go and meals through room service at no charge for delivery until further notice.
- ❖ We are now implementing strict visiting hours to ensure we have the appropriate staff at the front entrance to monitor the individuals entering the community. Those visiting hours, effective March 12th, will be 9AM to 7 PM daily seven days per week. If a family member is unable to visit during the hours indicated, we will need you to contact the Executive Director to make special arrangements for entry after hours. We respectfully request you make every attempt to visit during the scheduled visiting hours to ensure the health and safety of all residents.
- ❖ All nonessential doctors' appointments, outings and transportation is cancelled. If a resident is ill and has a need to see a physician, we will request the family transport that individual resident or we will contact nonemergency medical transport to assist the resident.
- ❖ Any home health appointments which are not critical to a resident's recovery are requested to be canceled until further notice. If it's for something such as wound care or hospice care we will continue to allow those visits within the community while still requesting the medical professional provide us with assurance they have not been in an affected community or facility.

Please note any resident who may be symptomatic we immediately confer with the health professionals. If it is not recommended to send the person out to the hospital, at minimum we would implement procedures to maintain that resident in their apartment until we receive further direction from the health department. Similarly, any employee who reports an illness or potential symptoms of any virus is told not to come into work and must stay off work until released by a medical professional or tested through the local health department.

As we work with the local Health Department and follow CDC guidelines, we will update you as any further restrictions are recommended.

Please do not hesitate to contact the community Executive Director if you have any questions or concerns. We appreciate your patience and understanding during this current period of concern with the Coronavirus and we all hope for a quick resolve to the situation soon.

Sincerely,

Susie Stangroom

Susan Stangroom, COO
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