



March 15, 2020

Dear Residents and Families,

As we have notified you in the past two weeks, we have implemented our infection prevention and control policies and procedures, as this is key to preventing coronavirus and other common viruses. We are ensuring that our team members and residents are practicing proper hand hygiene and social distancing to help in the prevention of spread of any infection. It's critical that we follow direction from the federal/state government, which states that employees who are sick must stay home and that all non-essential personnel be restricted from entering our communities for the time being. We are in very close communication with local, state and regulatory health officials to ensure we are taking the appropriate steps.

Effective end of visiting hours on Sunday, March 15th we are following guidance from the federal, state and local government officials that **restricts non-essential individuals, including family members, nonessential vendors and volunteers from visiting our facility for the time being.**

We will make accommodations for family members whose loved one is near end-of-life; however, it is critical that we do all that we can to protect our residents and patients from this virus.

Please contact your community Resident Lifestyle Director to assist with setting up a video chat, calling, texting, or emailing your loved one during this period of closure.

We also ask that you do not remove your loved one from the community for any trips, outings, or other nonessential doctor / dentist visits. Any resident leaving the community may be subject to a 14-day isolation period to ensure their health and the safety of others is a priority.

All Cadence Living communities are in close contact with our local and state health departments, as well as monitoring guidance from the federal government, to stay up to date on the information to prevent and manage the spread of Coronavirus. We rely on their guidance and expertise to ensure we are doing everything that we can to protect our residents and our team members.

We have reinforced and we monitor our staff daily prior to entry to the community to ensure they are not coming to work sick. If they are identified with any symptoms, they are being sent home with instructions prior to any return.

We are following the same infection prevention procedures used during flu season: handwashing, using alcohol-based hand sanitizers, covering coughs, and disinfecting the environment. All group activities have been cancelled and all meals are being served in resident apartments for the foreseeable future.

Please contact the front office of the community and update your contact information as soon as possible to include home and mobile phone numbers, personal email addresses and any emergency contacts in the event you are not available for us to reach you.

Please do not hesitate to contact the community Executive Director with any questions you may have. We do respectfully request you do not harass or in any other way make the community team members performance of their job duties and instruction they have been provided more difficult. We need our teams to be fully focused on the care and services to our residents as their priority with an understanding they all have their own families to be concerned with.

We appreciate your patience during this challenging time and look forward to reaching the end of this crisis soon. We will continue to update you if anything changes. Please also refer to our website at this link: <https://cadencesl.com/covid19/>

We will update this site upon any immediate changes that may be slow to reach you through mail we are sending out to you.

Sincerely,

Susie Stangroom

Susie Stangroom
Chief Operating Officer
Cadence Living