



To: Cadence Living Residents, Staff, and Families
From: Susan Stangroom, Chief Operating Officer
Date: 4/24/2020
Re: Updates regarding COVID-19 Policies and Procedures

We wanted to reach out to everyone and thank you for your cooperation and strength in helping us confront the Coronavirus pandemic that has affected humanity in unprecedented ways. We also want to thank our team members as they have been working tirelessly in an environment like no other.

We are encouraged that the nation as a whole seems to be “flattening the curve” in terms of new COVID-19 cases. Nevertheless, the absence of consistent policy across states has resulted in certain areas on the downward slope of the curve whereas other areas are still on an upward trajectory. Recently, the White House released its Proposed State or Regional Gating Criteria before “Proceeding to Phased Comeback.” These Gating Criteria are as follows:

SYMPTOMS

Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period AND downward trajectory of COVID-like syndromic cases reported within a 14-day period

CASES

Downward trajectory of documented cases within a 14-day period OR Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)

HOSPITALS

Treat all patients without crisis care AND robust testing program in place for at-risk healthcare workers, including emerging antibody testing

In addition, each State must have systems in place in order to address the pandemic:

TESTING & CONTACT TRACING

- Ability to quickly set up safe and efficient screening and testing sites for symptomatic individuals and trace contacts of COVID+ results
- Ability to test Syndromic/ILI-indicated persons for COVID and trace contacts of COVID+ results
- Ensure sentinel surveillance sites are screening for asymptomatic cases and contacts for COVID+ results are traced (sites operate at locations that serve older individuals, lower-income Americans, racial minorities, and Native Americans)

HEALTHCARE SYSTEM CAPACITY

- Ability to quickly and independently supply sufficient Personal Protective Equipment and critical medical equipment to handle dramatic surge in need
- Ability to surge ICU capacity

PLANS

- Protect the health and safety of workers in critical industries
- Protect the health and safety of those living and working in high-risk facilities (e.g., senior care facilities)
- Protect employees and users of mass transit
- Advise citizens regarding protocols for social distancing and face coverings
- Monitor conditions and immediately take steps to limit and mitigate any rebounds or outbreaks by restarting a phase or returning to an earlier phase, depending on severity

Currently, no state in the United States meets this Gating Criteria. Even when our State does eventually meet this Gating Criteria, both Phase 1 and Phase 2 of the “comeback” include the following language:

VISITS TO SENIOR LIVING FACILITIES AND HOSPITALS should be prohibited. Those who do interact with residents and patients must adhere to strict protocols regarding hygiene.

As such, even if the Governor “opens up” the State (whether before or after the State meets the Gating Criteria), **we will continue with our enhanced COVID-19 policies and procedures, which will include a prohibition on non-essential visitation for the near future. It is not until Phase 3 that the White House advises that visits to senior living communities may resume.** Please see the full roll out plan at: <https://www.whitehouse.gov/openingamerica/#criteria>.

We understand the challenges that our COVID-19 policies and procedures place on you. We also understand the strain on our team members. As you know, we have rolled out creative ways to keep our residents engaged and to keep resident families connected with their loved ones. We will continue to roll out additional ideas in the weeks to come.

We are also working on what a phased return to “new normal” might look like at Cadence Living communities. Given the vulnerability of our population, we will continue to take a conservative approach. We say “new normal” because we do expect that certain precautions may need to remain in place as others may be relaxed.

Thank you again for your cooperation. Our only intention is to protect and care for our residents and team members. Please feel free to reach out to me with any questions,

Sincerely,

Susan Stangroom
Chief Operating Officer