



To: Cadence Living Residents, Staff, and Families
From: Susan Stangroom, Chief Operating Officer
Date: 4/20/2020
Re: Updates regarding COVID-19 Polices and Procedures

As everyone is aware, the spread of the COVID-19 pandemic continues to significantly impact our nation. It is paramount that we take precautions and operate with vigilance to professionally protect our residents and team members.

We remind you of the following protocols already in place:

Visitation Restrictions:

- We have restricted non-essential individuals, including all family members, friends, responsible parties and nonessential vendors and volunteers from visiting our facility until further notice.
- Any essential visitors must go through the screening process including temperature check and be cleared before entry to the community.

Universal Precautions:

- All residents are now subject to a daily temperature check.
- We are keeping an increased stock of all cleaning and sanitizing supplies to ensure we have adequate supplies to get us through this period of concern.
- All team members have received updated training on required precautions.
- We are systematically disinfecting and sanitizing all surfaces.
- All residents and team members have been instructed to increase their hand washing and use of hand sanitizer throughout the day.

Community Dining and Activities:

- All group activities, entertainment, pastoral services, intergenerational events and instruction have been cancelled.
- All dining room meals have been suspended. Independent Living and Assisted Living residents are receiving our Chef cooked meals in their apartments, three times per day. Additional snacks and hydration carts are

circulated throughout the day to help maintain appropriate nutrition and hydration.

- All transportation for medical runs, shopping or other events have been cancelled. For any resident in need of essential doctor's appointments, please contact the care office or the concierge to make arrangements with the driver. Anyone needing escort to an appointment including Memory Care Residents, family members or other support will be needed to escort that resident. Our care team members are not escorting residents to outside appointments at this time to attempt to protect against exposing them to other healthcare facilities.

Team Member Requirements:

- All team members are screened on a daily basis at the start of their shift to ensure they are not experiencing any signs of symptoms of the virus. Additionally, we are tracking other places of employment to ascertain whether they also work in communities that are currently experiencing the COVID-19 virus. Any team member or a team member with a family member who may have symptoms is instructed to remain off work until cleared to return.
- All team members are to inform us of any domestic or international travel prior to returning to work and be appropriately quarantined prior to entering the community.

It is important to note that we are treating all residents with any symptom of illness as COVID-19 positive until we are made medically aware otherwise. Out of an abundance of caution, when we do observe elevated temperatures or other potential symptoms of COVID-19, we will seek to aggressively quarantine each resident and test them as soon as possible. In instances where we are able to get the residents tested with the assistance of the Public Health Department, we will report the results of such tests to the community as soon as we have them.

Thank you for your cooperation as we work together to combat the current environment. Please reach out to me with any questions.

Susan Stangroom
Chief Operating Officer