



March 26, 2020

Dear Residents and Family Members

Thank you all for your cooperation during this challenging time that our community and the global community is currently facing. We have severe restrictions, policies and protocols in place that we realize have disrupted the experience of our residents and curtailed family interaction. We have done so with one goal in mind – to protect our residents and team members from COVID-19. At this time, none of our communities have any residents or team members identified with COVID-19. Our number one priority remains the safety and well-being of our residents and team members as we diligently work to keep it that way.

We anticipate that we will be sending out frequent notices during this time. We strongly encourage you to contact the community Business Office Director to update your emergency contact phone number and email address and provide any other contact information where you would like these notices sent.

This update is both a reminder of prior precautions we put into place as well as an update based on a government agency or Cadence policies implemented to ensure the continued health and safety of our residents and team members.

We remind all residents to be aware of symptoms and immediately report those symptoms or changes by contacting the Resident Services Director or Executive Director in your community.

Those symptoms include:

- Coughing
- Shortness of breath / obvious upper respiratory distress
- Fever, sweating, the chills
- Weakness, Vomiting, Nausea or Diarrhea
- Red Eyes
- Loss of Smell or Taste

We will continue to check the temperature of each resident at least once daily.

We ask that all residents continue to stay in their apartments to the best of their abilities and practice social distancing when walking within the community until further notice. This includes not leaving the community for anything other than an “essential” doctor’s visit. Because of the risk in leaving the community, if a resident does leave the community in contravention to the aforementioned policy, that

resident will either not be allowed to re-enter the community or will immediately be placed on a 14 day in room quarantine upon return. As you know, we have already canceled all group meals and activities.

We have several cities and states that have been placed under a Stay At Home Order or a Shelter in Place order. These orders mean that only “essential” businesses are allowed to stay open and only “essential” workers to those businesses may continue to travel to work. All our communities and our team members are considered “essential.” We have provided our team members with documentation as an essential worker at a health care community

Entry to our community is prohibited to all except “essential health care workers.” “Essential health care workers include our team members, home health staff for essential care needs, physicians and hospice personnel. Everyone entering the community, including team members, must complete a screening questionnaire and temperature check. Anyone that has a positive response to any of the questions that would indicate a concern is not allowed to proceed into the community.

We are no longer allowing any community move-ins to be scheduled until at least April 15, 2020 (subject to extension at that time based on CDC and other public health agency guidance). We are asking all scheduled resident move-ins to be delayed until at least two weeks from today, upon which time we will re-evaluate the rapidly changing environment. In certain circumstances, “essential entry” may include previously scheduled and screened new resident move-ins with exigent circumstances such as no other manner of shelter. In these circumstances, we have implemented the following stringent protocols to ensure that the move-in is conducted in a way that is safe to the greatest extent possible for the community:

- Physician’s clearance of the new resident prior to admission.
- The move-in shall be conducted only by a pre-approved moving company that certifies that its employees are safe to enter the community and wear sufficient protective clothing, including masks and protective gloves.
- All individuals entering the community will be screened with temperature checks.
- The timing of the move and the number of individuals allowed to assist in the move will be limited.
- The move-in route to the apartment will be cordoned off to ensure no current resident or team member is in the vicinity during the move.
- The move-in path will be disinfected upon completion of the move.
- The new resident is required to stay in quarantine in their apartment for the first 14 days.

We will be posting and distributing notices to all residents 24 hours prior to a scheduled move so that all residents and team members are on notice to stay away of the corridor to be used for the move-in.

We provide an essential service to our seniors in the local community. Support with activities of daily living including nutritious meals, medication management and daily oversight are a few of the things that can make a great difference to the quality of life for our older adults.

We appreciate the continued cooperation and patience of our residents and families. We continue to work on ways to keep everyone engaged and in a positive mindset despite the challenging environment. Everyone’s health and safety is our primary concern.

Please do not hesitate to reach out to the Executive Director or anyone on the community or corporate team as needed with any questions or concerns.

Sincerely,

Susie Stangroom

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