



April 6, 2020

Dear Residents and Family Members

We appreciate the emails with questions you have had as we all navigate through this challenging time. We are consistently updating our policies and protocols to ensure we are meeting if not exceeding CDC guidelines, with a goal of protecting our residents and team members from COVID-19.

Our number one priority remains the safety and well-being of our residents and team members as we diligently work on their behalf. Like other healthcare organizations it is a consistent challenge to obtain the appropriate PPE supplies needed and we continue to seek out all companies that can provide us with the needed inventory to supply to our teams daily.

All team members are required to wear masks and other protective gear at all times. We ask that residents that are outside of their apartment for any reason also wear a mask or covering over their mouth and nose until further notice. This will ensure your protection and the protection of others you may encounter.

Meals will continue to be distributed to resident apartments with a slight modification in service. If you are not being isolated due to virus symptoms and able to answer your door, the team will knock, place the meal on a tray near your door and step back while they wait for you to answer. Upon answering the door and accepting your meal they will move on to the next resident. If you are unable to come to the door your meal will be delivered by team member of our care department who is authorized to enter the apartment.

Additional screening and temperature checks of all team members have been increased from once per day to three times per day. Any residents with even minor symptoms are placed in isolation and monitored to include temperature checks three times per day. All other residents will have their temperatures checked two times per day.

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

Please ensure that all family members and residents are following these no-contact protocols. Ignoring the protocols places all of our residents and team members at risk.

We are continuing to restrict any new move-ins until at least April 15, 2020 (subject to extension at that time based on CDC and other public health agency guidance).

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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