



March 13, 2020

Dear Residents and Family Members

Thank you for your patience and understanding as we continue to update you with changes to our procedures and expectations of our team members with the COVID-19 concerns. We are consistently being updated by the CDC, State Health Departments and our local regulatory authorities to ensure implementation of ongoing safety measures are in place.

Effective, March 12<sup>th</sup>, we closed our main dining rooms due to the number of residents and guests in one room at one time that places everyone at risk if even one person were infected. We understand this is an adjustment and it is not our intent to isolate and shut down all social interaction however we do need to be especially prudent with our measures to ensure large group settings are avoided. Until further notice and instruction by CDC or other regulatory authorities we will be serving meals to our Independent and Assisted Living residents in their apartments. If a few residents choose to eat together in an apartment or in a space provided by the community, we will require you keep at least one chair distance between each other during that meal and all residents / visitors must not be exhibiting signs of illness.

In Memory Care it is a little more challenging to maintain support and keep residents in their apartments for their meals. Many of them do require extra oversight while eating. For that reason, our staff has been instructed to allow for communal dining if we are not bringing more than 10 residents together in one space and allowing the necessary space between each resident as required by the CDC.

**Effective immediately, we will be requiring all visitors complete a quick assessment form at the main entrance to document and confirm each person is without the symptoms and that each person has not recently arrived from an affected area (domestic or internationally).** Along with the questionnaire we will be checking the temperature of each visitor and requiring use of hand washing and/or hand sanitizer before proceeding in to visit a resident.

Visitors are restricted to the hours posted in each community and limited to immediate family or responsible parties, and no more than two visitors per resident at a time. There may be exceptions for any end-of-life concerns and those should be discussed with the Community Executive Director prior to entry. We are allowing for home health services (unless non-emergent), hospice services and any other urgent services to ensure the health and safety of a resident. Any service considered non-emergent should be cancelled and rescheduled to a later date.

We continue to monitor our team members at the start of each shift and throughout the day to ensure no one is exhibiting signs or symptoms and if they have been in contact with another person that has any symptoms of any virus, they are to remain off work until they have the appropriate release to work.

Our Lifestyle Directors will continue to be creative to support the engagement of our residents and we are allowing small group activities if the space available can provide for distance between the participants. All other large event activities, entertainment and instruction has been suspended.

We are no longer opening the communities up to tours of outside prospective residents. We are allowing for private meetings at a front office or mobile conference to ensure we are available to assist local seniors that may have a need for support, while also ensuring they are symptom free.

**Signs or symptoms** to be aware of prior to visiting our community:

- ❖ Fever
- ❖ Cough
- ❖ Shortness of Breath

**Other virus concerns** that should keep you away from the community until resolved:

- ❖ Vomiting
- ❖ Diarrhea

If you have been to any affected countries or affected regions in the US, or in close contact with anyone with signs, symptoms or diagnosis of the disease avoid entering and immediately contact us if you have entered the community in the last 14 days.

**Precautions Required:**

- Continuous Hand Washing (lather up and wash for 20 seconds)
- Hand Sanitizing – we touch a lot of surfaces that can be affected. Use it at every opportunity within the community.
- If you do have to cough or sneeze, use a tissue or your sleeve, do not cough into your hand. Immediately find a restroom to wash your hands and/or use hand sanitizer.
- Keep us informed of any changes or concerns you have. Knowledge of any symptoms or contact with someone with symptoms, will help us to immediately respond and take appropriate action within our community.

We are setting up a COVID-19 link on our websites to keep information updated including copies of our announcements. We hope to have that in place no later than end of day Monday to allow you to use that as a quick reference to any changes in protocol that we are taking. We will continue to send out announcements with any significant changes made.

We welcome your feedback and questions. We understand there will be concerns and it will require patience and diligence by all of us. Please know that the local communities are taking the direction as provided by Senior Leadership and our Emergency Task Force team. Please reach out to the community Executive Director as needed to voice a question or concern.

We appreciate your patience and support of our residents and our team members efforts at this time.

Sincerely,

*Susie Stangroom*

Susie Stangroom  
Chief Operating Officer