



March 11, 2020

Today we continue to monitor the rapid spread of Coronavirus (COVID-19) across the United States. We are grateful to report that no team members or residents are known to have COVID-19 to date. We are updating our prevention efforts based on the recommendations of the Centers for Disease Control (CDC), World Health Organization (WHO), Argentum, and local health departments hour by hour.

We consider each recommendation seriously and we understand that each decision we make has an impact on the overall health and safety of residents and team. Recently, the CDC recommended that “all older adults remain at home” leading us to cancel all outings until further notice in efforts to avoid congregate and high traffic settings such as shopping malls, restaurants and other public venues. Our approach has been and will continue to be proactive; therefore, we are sharing the next step toward keeping residents and team members safe by way of this letter.

As of today, March 11th, 2020, we are restricting access in and out of the community. Any resident leaving the community may be placed on a 14-day quarantine upon return in order to limit exposure to other residents. This includes visits to nail and hair salons, restaurants, houses of worship and other public venues. We understand that some previously scheduled medical appointments may be critical to you or your loved one’s health; please contact your community president regarding any appointments you feel cannot be rescheduled for a later date.

While key fobs will remain active at this time, we kindly ask that you please observe this temporary restriction on visitation as we work diligently to limit exposure for the health and safety of residents at this time. The community will be accepting all deliveries from vendors and families outside the community at a designated curbside location where team members will wipe down packages and deliver them to the appropriate person.

Visitation will be allowed only for the following groups, providing they pass the risk exposure assessment, which now includes a temporal temperature reading below 100.4 degrees:

- Hospice personnel
- Families of residents on hospice
- Emergency medical personnel
- In-house rehab therapy providers
- Home health personnel and private duty aides

To promote connectivity and engagement during this time we are implementing the following:

- Scheduled Skype or Facebook time with family & friends
- Video messaging
- Increased self-engagement programs
- Increased outdoor/on-property programs
- Increased family communication using on-line engagement tools

Our organization is built on strong and long-lasting relationships. This decision was difficult to make as we love nothing more than seeing a community full of family and friends. Please partner with us to keep residents and team members safe by following the guidelines listed above. As always, do not hesitate to reach out with any questions or feedback. Thank you for your continued trust.

In Good Health,

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