



Dear Residents,

Here are your COVID-19 updates for Thursday, March 19, 2020.

Because we have been overwhelming you with many details, we will try to keep today's updates a "little" shorter. For the most part, we are staying the course since yesterday's message.

We continue to enforce the "No Visitor" policy in our Personal Care Homes and the Skilled Nursing Facility. Exceptions may be made for families who have residents near end-of-life.

We continue to strongly discourage visitors to our Villa Homes and Apartments. Visitors increase your risk for virus exposure. Those who visit the main campus must enter through front doors and undergo screening. We encourage residents to remain in their homes as much as possible, but you may make your own decisions.

We encourage self-isolation for residents across all levels of care. Residents are encouraged to walk outdoors as the weather improves, but should observe social-distancing. Social-distancing means staying at least six feet away from other people, and avoiding touching solid surfaces, etc.

Beauty shops, dining rooms, the gift shops, and all recreational areas remain closed at this time. All activities and outside trips remain cancelled. All residents in the main building are being screened for wellness on a regular basis. Anyone who has a temperature of over 100 degrees or other exposure to risk factors will be required to self-quarantine.

We have had questions about families dropping off and picking up items for residents in the main building. We are going to allow family "drop offs" and "pick-ups" of food, laundry, etc. Please use soft containers like laundry bags, grocery bags, etc. for any

deliveries, as there is some evidence that the virus lingers on hard surfaces (like a plastic basket or Tupperware container.) All deliveries must be dropped off at the Housing Assistant/Receptionist desk and delivered by a staff member to the resident. If you have a fever, have been exposed to COVID-19, etc.), please do not drop off or pick up items for residents in the main building.

We have launched a “personal shopper” program where team members are purchasing items from the grocery store or picking up prescriptions for residents. Orders need to be called in to Pam before 10:00 each day, Monday through Friday. Purchases will be billed to your account and you will be provided with the receipt.

Employees continue to be screened at the start of every shift. We have implemented policies as to when employees need to stay home from work and when they need to wear masks. Our clinical team has developed a plan for isolation areas should we have a resident test positive for COVID-19.

We believe that we are well positioned to take care of you and our employees during this time. Thank you for your continued support and encouragement. We have appreciated the messages that we have received from some of you!

Sincerely,

Vicki Loucks, RN, MSN, MBA

Vice President & Chief Operating Officer

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