



Dear Residents,

Here are your COVID-19 updates for Wednesday, March 18, 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 Independent Living Apartments. Visitors increase your risk for virus exposure. Those who do come to campus must enter through front doors and undergo screening. We strongly discourage IL residents from leaving the building, but if you are IL residents you may make your own wise decisions. IL residents may not move about other levels of care or visit residents in other levels of care.

We encourage self-isolation for residents across all levels of care. Residents may take a walk in the hallways or even 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. You may visit your mailbox or stop by the Housing Assistant's desk for assistance, but you should not linger or congregate in public spaces.

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 are being screened for wellness on a regular basis. Those who have a temperature of over 100 degrees or other exposure to risk factors will be required to self-quarantine.

We have had MANY questions about families dropping off and picking up items for you. 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 your 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 something for your family to pick up, please label it and leave it with the Housing Assistant. If someone in your family is at risk (has a fever, has been exposed to COVID-19, etc.) please do not ask them to drop off or pick up items for you.

IL residents who have difficulty using the CATIE system to order their food may simply call to speak with a dining associate to order their meals. Phone numbers have been provided to you in a separate mailing. We have launched a “personal shopper” program where team members are purchasing items that you need which aren’t available through Dining Services. IL residents have been given a form to use to request items. Purchases will be billed to your account and you will be provided with the receipt. While we have designed this program for IL residents, PC residents may request assistance from a personal shopper. Contact your PC Manager for assistance.

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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