March 23, 2020

Dear Residents:

The rapidly changing Coronavirus (COVID-19) situation has required us to implement protocols with the intent to address the current pandemic threat. These protocols set forth by the Centers for Disease Control & Prevention (CDC), Centers for Medicaid & Medicare (CMS) and other federal and state authorities are necessary to preserve the safety of residents and staff at each of our communities. This threat is real and must be taken seriously.

Coronavirus has created disruptions in our daily lives and will continue to do so for some time. I am pleading with you to please follow the recommendations already set forth but are stated again below. Often the risk comes from the most innocent encounter, and we need to be prepared to protect all of our residents and staff and that can only occur if EVERYONE follows the established guidelines. If we suspect a resident or staff person has been exposed, we will be requiring an immediate quarantine of all of those involved (both residents and staff). Residents and associates are then encouraged to contact their medical provider for any additional information or guidance. The quarantine will last until we can definitely determine the outcome of the person exposed. In most cases the quarantine typically last up to 14 days.

We must continue to be diligent with early detection and social distancing. Early detection requires daily check-ins at the established centers if you leave campus. Social distancing involves not lingering in common areas including meal and mail pickups. Receptionists will not be handling mail, thus you must use your key. If you must travel off campus, do not stand too close to people and wash your hands frequently. Again, please follow the guidelines for your protection and for all of those people who would be impacted should you become infected.
• No visitor will be permitted into our community except for certain compassionate care situations, such as an end-of-life situation.
• Avoid leaving campus to the extent possible.
• If you leave campus, please report to a screening station at least once during that day.
• No Group Activities will be supported.
• Wash your hands often; avoid touching your eyes, nose, and mouth.
• If you feel sick, please stay in your residence, call your physician, and notify the receptionist.

Sincerely,

Shaun T. Smith
President/CEO