



March 16, 2020

Dear Residents, Families and Friends,

We want to update you on developments and our planning and preparation related to the novel coronavirus (COVID-19). Cases of coronavirus have been publicly reported in Maricopa and Pima County as of this date. We want you to know that we are addressing this risk with both the established protocol and guidelines we invoke in the case of any flu or severe illness outbreak as well with heightened responses and measures. Our actions reflect our greatest concern and highest priority: the safety and health of our residents and associates.

Out of an abundance of caution, our communities have taken, or are in the process of implementing, certain measures to help control the possibility of the virus affecting our residents or associates. These include:

We have limited entry to only individuals who need to enter:

- This includes individuals needed to keep operations running and assure resident's needs are met; this includes employees, physicians and nurse practitioners, contractors, healthcare consultants.
- Government regulators or other government officials.
- Resident's Immediate family/friends who need to visit for critical or time sensitive reasons, such as hospice related visits, to complete/sign medical authorizations, etc. This includes immediate family visitors for residents with dementia, anxiety, etc., for whom these visits are a significant aspect of their treatment plan.
- Routine social visits by family/friends are being **HIGHLY** discouraged and curtailed until further notice.

(This not a total ban on all visitors. In our person-centered care environment of assisted living, the circumstances for the reasons for entry need to be taken into consideration.)

Of those individuals allowed to enter, they complete Guest Registration, have their temperature taken to ensure they do not have a fever and must also pass the following screening:

- Be free of respiratory symptoms, such as fever, sore throat, cough, new shortness of breath.
- Not have a history within the last 14 days of travel to areas where a COVID-19 outbreak has been confirmed, including US communities where community spread has been documented.
- Not have a recent employment history in another healthcare setting with confirmed COVID-19 exposure.

Other Health and Safety precautions that have been limited are as follows:

- Until further notice, all internal group activities and all external resident outings have been canceled.
- Individual transportation to medical appointments should be rescheduled unless immediate medical attention is required.
- All communal dining has been canceled and meals are being effectively delivered to residents' rooms.

- We are requiring all staff and essential visitors entering the property to wash their hands/utilize alcohol-based hand gel upon entry and frequently wash their hands/utilize gel while in the building.
- Periodically clean and disinfect frequently touched objects and surfaces following cleaning product manufacturer's directions.
- We are encouraging the use of electronic means of communications for residents, families, visitors to minimize any feelings of isolation/loneliness, including Skype, Zoom, FaceTime, etc.

According to the Centers for Disease Control (CDC), reported illnesses have ranged from mild to severe symptoms, appearing anywhere from 2-14 days after exposure. Those infected generally exhibit fever, coughing, and shortness of breath symptoms.

As a reminder, here are some important prevention steps that we all can take immediately:

- Encourage your friends and loved ones to visit after the virus risk exposure has diminished. Visits by those potentially exposed – whether they are aware of exposure or not - raises our risk of spreading the virus.
- Wash your hands following the 5-step protocol recommended by the CDC, use a hand sanitizer containing at least 60% alcohol, and use good hygiene behaviors.
- Maintain social distancing – 1 to 3 feet distance between yourself and anyone who is coughing or sneezing.
- Use a tissue or your bent elbow for a cough or sneeze and dispose of the tissue and wash your hands immediately.
- If you have a fever, cough, and difficulty breathing, or have been exposed to someone with these symptoms, please isolate yourself from others and notify our team immediately or seek medical care.

We gather daily to review the work we are doing and to determine how best to tackle any issues that may arise. Should any of our residents or associates contract the virus, we will invoke our protocols and initiate our tracking system to monitor active cases. If you display signs of any of the symptoms outlined above, please immediately inform a Solterra or Bridgewater employee.

If you have additional questions, please refer to our commonly asked questions guide or visit the Centers for Disease Control and Prevention and/or the World Health Organization websites.

<https://www.cdc.gov>

<https://www.who.int>

If you suspect you are a loved one with COVID-19 symptoms, please contact COVID-19 Public Health Hotline at Hotline (1-844-542-8201).

We will continue to update you as more information becomes available.

Sincerely,



Steve Jorgenson
CEO & President