

March 10, 2020

Dear Residents,

Since our previous communication on March 3 regarding the outbreak of the coronavirus disease (COVID-19), we have received several questions from residents and their emergency contacts regarding processes and actions we are taking to limit the possibility of an outbreak in our senior living communities.

While we have no reported cases of COVID-19 at our community, we do have several confirmed cases of Influenza A. The symptoms are similar to COVID-19 as are the precautions.

Symptoms include, but are not limited to, abrupt onset of constitutional and upper respiratory tract signs and symptoms (e.g., fever, chills, myalgia, headache, malaise, nonproductive cough, sore throat, and runny nose).

Preventative measures for influenza include getting the influenza vaccine each year as well as:

- Avoid close contact with sick people.
- While sick, limit contact with others.
- If you are diagnosed with influenza the Centers for Disease Control (CDC) recommends that you stay home for at least 24 hours once your fever is gone without the use of fever-reducing medicine.
- Cover your nose and mouth with a tissue when you cough or sneeze. After using a tissue, throw it in the trash and wash your hands.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose, and mouth as it spreads germs.
- Clean and disinfect surfaces and objects that may be contaminated with germs like flu.

Notify the Concierge if you experience any of the symptoms listed above. For more information, please visit: [cdc.gov/flu/prevent/prevention.htm](https://www.cdc.gov/flu/prevent/prevention.htm)

We have included some FAQs based on questions we received related to the COVID-19. This situation continues to evolve, and we will continue to update you as appropriate. Most important, if you find yourself not feeling well, please call your physician first and notify the Concierge.

Please do not hesitate to contact me if you have questions or concerns.

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*PS: Please note that this letter is being shared with all residents' current emergency contacts.*

# Frequently Asked Questions

**Q: If a resident is not feeling well, what should they do?**

A: Call your physician, share your specific symptoms, and stay in your apartment. In placing a 911 call, relay the nature of the symptoms to the dispatcher. Once you have notified your physician and/or 911, please also notify the Concierge.

**Q: Are you restricting visitors?**

A: We are asking people with symptoms of illness not to enter our buildings. We encourage these people to connect virtually (by phone, email, or text) instead.

**Q: What is our response if someone has traveled to a location within the past 14 days where COVID-19 exists? Are we restricting entrance?**

A: We ask that people who have traveled to a location within the past 14 days that the CDC has identified with a travel warning advisory of levels 2 and 3 to not enter our buildings. We are also monitoring outbreaks of COVID-19 in US cities/regions and may find it necessary to expand restrictions to these areas as circumstances change.

**Q: How are you monitoring employee travel?**

A: We are encouraging employees as they are planning travel to carefully monitor CDC travel guidelines and advisories as it may impact their ability to come back to the United States and to work. If they travel to a country that the CDC has listed as a level 2 or 3, we will likely ask that they self-quarantine for 14 days before returning to work.

**Q: How are you monitoring employees?**

A: We have asked employees to stay home if they are sick and we have provided options for employees to use paid time off (PTO). Employees who work in our Life Centers are being asked to affirm that they are not demonstrating any signs or symptoms of illness prior to entering the Life Centre/Sonora. We have restricted access only to those who directly work in the Life Centre/Sonora.

**Q: How are staff being prepared?**

A: Our staff have been educated on prevention of the spread of infection, processes for managing illnesses, instruction of respiratory hygiene, and hand washing.

**Q: Will the Wellness Center Resource nurse be on duty any additional hours or weekends?**

A: No, hours will not be increased at this time. Please call your physician if you feel ill. Please let know the Concierge know once you have reached out to your physician.

**Q: Are you taking anybody's temperature to proactively identify?**

A: Nursing is making rounds once per shift to take the temperatures of residents residing in the Life Centre/Sonora.

**Q: Do you have hand sanitizer stations at the entrance to the building?**

A: Yes, we have hand sanitizer available in the lobby/Concierge areas and in other locations throughout each community.

