

April 9, 2020

Dear Residents,

We wanted to provide you with an update at Splendido. First, we have no known cases of COVID-19 at Splendido. Thank you for all that you are doing to help minimize the spread of the virus. Your questions, support, and encouragement are appreciated as we serve you during this unprecedented time.

We continue to practice strong protocols and measures to keep residents and employees safe at Splendido. Below are some recent photos of team members who are implementing our protocols.



Measures that Splendido continues to practice include:

- All employees at Splendido being required to wear a mask.
- All employees and caregivers being health-screened every shift, including a temperature check.
- Using a special sanitizing spray gun that is effective in killing Coronavirus-type viruses and is more than 4x more effective than chlorine-based sanitizers. This spray gun is being used in our Culinary operations and select high touch surfaces.
- Practicing social/physical distancing (at least six feet from another person).
- Delivering meals and dropping off special packages outside residents' apartment homes.

Splendido, along with an interdisciplinary task force of Mather senior leadership, continues to meet daily to discuss critical updates and new guidance released by the CDC and Pima County Department of Health to determine if new protocols, policies, and procedures are necessary.

We continue to need your help and support. We understand that some of the limitations Splendido has implemented may be challenging—please know they are necessary in not only helping to protect you, but everyone who lives and works at Splendido.

- **We ask that you continue to remain in your apartment home except to collect your mail or get fresh air.** Please do not leave the grounds for any reason other than an essential medical appointment.
- **For fresh air or a walk: please do so on our property only** and do not congregate with others.
- **No visitors are allowed until further notice.**
- **Practice social distancing (more than six feet apart)** and good hand hygiene by washing your hands frequently for 20 or more seconds.

**We have ordered reusable cloth masks for residents from a local clothing manufacturer and will share an update when available.**

Please remember that if you are experiencing any of the following symptoms, please contact your physician for guidance, stay in your home, and notify the Concierge. Symptoms include: a loss of taste or smell, cough, fever, sore throat, shortness of breath, and gastrointestinal issues such as diarrhea, nausea, or vomiting. Please note that pink eye, eye pain, or vertigo *may* also be COVID-19 symptoms.

**Please direct questions to (520) 878.2601 or email [bewell@splendidotucson.com](mailto:bewell@splendidotucson.com).**

Take care and stay well.

Sincerely,

James C. Edwartoski  
Executive Director

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