

# How we are protecting our HARMONY FAMILY



## TASKFORCE

Harmony Senior Services created an Interdisciplinary Task Force to meet daily, disseminate updates, and provide recommendations and guidance to community leaders at Harmony Senior Services. Those leaders will share recommendations based on this information with residents, families, visitors and associates and to our website.



## COMMUNICATION

Communication to our community leaders, associates, and families is essential in ensuring consistent execution of our agile response to this event. We have an "ALL CALL" with our Executive Directors, Healthcare Directors, Regional and Corporate support team members each week. We provide as needed daily updates after each Task Force meeting to support our community teams. We have created a media inquiry email that is managed by a team at the home office to ensure that community leadership can focus on their residents and associates during this time.



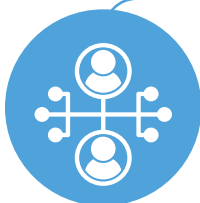
## RESIDENTS & FAMILIES

We are providing clear and consistent communication on any service changes that will impact them which is provided in writing and discussed with them by our management team. Community events that would increase risk due to participation with outside sources including visitors, vendors or volunteers have been suspended. We are also restructuring activities programs for current residents into smaller groups and will postpone all scheduled community outings and trips to future dates with the exception of necessary medical transportation and scenic drives. We are also providing resources for virtual shopping and virtual communication with friends and families to lessen the interruption to our residents.



## ASSOCIATES

We have created and updated several policies to help inform and protect our staff in regards to the Coronavirus. We have provided training on our infectious disease protocol, influenza protocol, and released a new comprehensive policy and procedure for the Coronavirus to educate our associates on how to stay safe, how to recognize symptoms, and what to do in the case of suspected symptoms in themselves, family member, visitors, vendors, and our residents.



## PROVIDERS/VENDORS

We have reviewed all of our 3rd party providers policies for screening their associates. We have communicated our policies and restrictions on visitation to our providers and vendors. We have also leveraged our partnership with our national vendors to ensure we have sufficient supplies for our communities.



## LOCAL OFFICIALS

We contacted every Health Department in every state that we operate in and gathered their recommendations for prevention and reporting symptoms. We have been in communication with our local Division of Social Services on our preventative actions and regulatory compliance in regards to this outbreak. We will continue to partner and communicate with these resources as this outbreak evolves.