



CYPRESS POINT

F O R T M Y E R S

Dear Friends, Residents, Associates & Family Members,

I'm Michael Mays, President of Greenbrier Senior Living, the management company of your loved one's senior living community. I'd like to take a few moments to update you on our plan to address the COVID-19 virus. While there is still much about the spread of COVID-19 that is unknown, there is a heightened sensitivity and awareness to the risk it presents to older adults as well as those with compromised immune systems. Please know, caring for our residents and associates remains our highest priority and we are taking proactive measures to ensure we mitigate the risk of transmission.

We are managing this ever-changing health crisis with the gravity it deserves. We have the utmost regard for the rights of our residents, associates and family members; however, due to President Trump's declaration of a National Emergency, we are greatly enhancing precautions with our communities.

We have posted and will be updating on our community's websites and Facebook pages with a detailed plan of action as well as suggestions as to how you as family members, friends and the public at large can help support our efforts.

Thank you for your understanding.

Michael Mays

President



Ensuring the health of our residents and associates is our highest priority. As such, we are following the recommended guidelines from the [Centers for Disease Control and Prevention](#) (CDC) and monitoring the CDC for news and developments related to COVID-19 (coronavirus).

According to the CDC, the risk for our resident population is high. For the health of our residents, their family members and our associates, we have stepped up our protocols and are recommending the following [best practices](#).

Visitation:

- We are following local and state guidelines regarding visitor protocol. We recommend visitors call before coming to our community – your health is important too! This way, we can communicate if we have any symptoms of the potential presence of COVID-19.

- We request all visitors enter and exit through the main entrance only.
- All visitors must use sanitizer or wash hands upon immediate entry to our community and before exiting.
- We strongly request visitors that have visited the locations identified by the CDC as having, or suspected of having COVID-19, not enter the community.

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

- Those diagnosed with COVID-19 or those who have reason to believe that they, someone in their household or someone they have close contact with has been exposed to COVID-19, are prohibited from entering.
- We are postponing or canceling all external community vendors that provide activities within the community until further notice. This includes family nights and other large events.

Communication:

- We have met with our residents and will continue to conduct regular ongoing education meetings.
- This webpage will be updated as needed with changes to our protocols.

- Please ensure we have your email address as we will be providing regular updates to our responsible parties and/or families.

Screening & Appointments:

- We are regularly screening our residents for signs of infection and notifying healthcare providers per our current established best practices.
- New residents are screened per state guidelines and asked questions to ensure they have not visited affected areas.
- We are working with our residents to reschedule any non-emergency medical appointments.

Training:

- Our associates have been retrained on infection control measures such as handwashing and infection control best practices.
- We have been and will continue to participate in local, state and company training calls as they are scheduled. Education and training will be provided as updates occur.

Additional Cleaning:

- We have procured additional cleaning and sanitation supplies.
- We have implemented a daily wipe down of high touch areas with approved CDC disinfectant.

We thank you for your assistance and participation in taking precautionary measures for our residents and associates, as well as yourself. Infection control takes a partnership to help keep everyone safe and well! If you have any additional questions or concerns, please call our Resident & Family Care Line at **833-379-7475**.