



03/17/2020

Dear Residents, Family Members, Vendors and Business Partners,

As you are aware, the spread of the COVID – 19 virus continues to be a significant challenge and concern. The Minnesota Department of Health (MDH) has updated their guidance for Housing with Services Establishments such as ours regarding **RESTRICTIONS FOR VISITORS and NON-ESSENTIAL HEALTH CARE PERSONNEL**.

Our top priority remains that of taking responsible and rational measures to reduce the risk of the Coronavirus from entering our building. Therefore, we are implementing the MDH guideline pertaining to restricted visitor access to our community as follows:

VISITATION RESTRICTIONS

- Beginning immediately, we are restricting visitation of all visitors and non-essential health care personnel, except for certain compassionate care situations, such as an end-of-life situation.
 - Those with symptoms of respiratory infection (e.g., fever, cough, shortness of breath, or sore throat) will not be permitted to enter the community at any time.
 - Those entering for compassionate care purposes will be limited to Immediate family members and limited to one visitor at a time and only between the hours of 9AM to 7 PM.
 - Children 12 years of age are restricted in all cases.
- If for compassionate care purposes a family member is unable to visit during the restricted visiting hours or if there is a unique circumstance, please reach out to our Campus Administrator or Executive Director and special arrangements can be made.
- In light of the visitation restrictions we recommend that families reach out to their loved one via phone, Facetime or Skype. Staff members can help accommodate these efforts when necessary.
- The screening of all visitors, staff and vendors entering the community will continue.
- We will not be conducting marketing tours however please contact our Marketing Consultants who can continue to assist you via phone, on-line or through a private meeting. Admissions and move-ins will continue following the same screening protocols in place for staff and visitors.

Please know that our community has already implemented several policies and procedures to assist in the management of acute illnesses and we continue to closely monitor the CDC and MDH for updated guidance and information.



STAFF SCREENING

- All employees are screened at the beginning of their shift to ensure that they are not experiencing signs or symptoms of sickness.
- Any staff member returning from overseas meeting the CDC's quarantine criterion will be restricted from returning to work for a period of 14-days.
- Corporate staff members will cease making routine community visits.

OTHER MEASURES CURRENTLY IN PLACE

- Postponing hosting large community events and group activities
- Canceling volunteer services
- Canceling outings into the greater community
- Practicing "social distancing" protocols within the community
- Offering free meal delivery to apartment homes as an additional social distancing practice
- Providing detailed instructions to our delivery vendors on specific areas of the building deliveries are to be received
- No entertainers from entering our community
- Reviewing infection control and prevention procedures with all staff
- Following CDC cleaning/ disinfecting guidelines and frequently sanitizing of often touched surfaces such as doorknobs, handrails and elevator buttons
- Ordering additional infection control supplies and equipment

GENERAL PRECAUTIONS AND PRACTICES

- Please report any concerns of illness to your health care provider, or a member of our nursing staff by calling the front desk and asking to speak to a nurse for an evaluation of your symptoms. Residents may be asked to remain in their apartment home while an illness is being evaluated, should this happen we will provide meals and services to their apartment home.
- Symptoms that should be reported to your health care provider or to our nursing staff include the following:
 - Fever
 - Cough, shortness of breath.
 - Vomiting, diarrhea
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer which is available for your use throughout our community. Avoid touching your face as much as possible.



- Please ensure that we have an updated email address and phone number so that we may provide information to you quickly and efficiently.
- Utilize “social distancing” techniques by; no longer shaking hands, no longer hugging, maintaining distances of 3’ to 6’ during one on one interactions.

We recognize that some of these actions may cause a disruption to your daily routine and apologize for any inconvenience. We believe that we can continue to offer a high quality of life to our residents while maintaining a safe environment for everyone during this time of challenge.

Please understand that this remains an evolving situation that may require additional steps or precautions with only limited notice. Please know that every effort will be made to keep you informed.

Sincerely,

Michael Pagh

President/CEO

Gentle Touch Health

Great Lakes Management

What you need to know about coronavirus disease 2019 (COVID-19)

What is coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

Can people in the U.S. get COVID-19?

Yes. COVID-19 is spreading from person to person in parts of the United States. Risk of infection with COVID-19 is higher for people who are close contacts of someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19. Learn more about places with ongoing spread at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html#geographic>.

Have there been cases of COVID-19 in the U.S.?

Yes. The first case of COVID-19 in the United States was reported on January 21, 2020. The current count of cases of COVID-19 in the United States is available on CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

How does COVID-19 spread?

The virus that causes COVID-19 probably emerged from an animal source, but is now spreading from person to person. The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

What are the symptoms of COVID-19?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of

- fever
- cough
- shortness of breath

What are severe complications from this virus?

Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

How can I help protect myself?

People can help protect themselves from respiratory illness with everyday preventive actions.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

What should I do if I recently traveled from an area with ongoing spread of COVID-19?

If you have traveled from an affected area, there may be restrictions on your movements for up to 2 weeks. If you develop symptoms during that period (fever, cough, trouble breathing), seek medical advice. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

Is there a vaccine?

There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take everyday preventive actions, like avoiding close contact with people who are sick and washing your hands often.

Is there a treatment?

There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

