

March 10, 2020

To Our Residents, Family Members and Visitors:

As we are sure you are aware, it is hard to turn on the news and not see a story about COVID – 19, the viral disease also known as “New Coronavirus”. We also know some of you may be concerned about the spread of COVID-19 being reported in the media and how it may impact us here at Arcadia Senior Living. We want you to be aware that we have a preparedness plan in place that is appropriate for all viruses like this, including things like influenza and Norovirus. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. Currently, we don’t have any cases in our community. The Centers for Disease Control and Prevention (CDC) and our state and local departments of health have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building.

Below are some steps we have taken to prevent the spread of any virus:

- We are focusing on keeping our common areas as clean and sanitized as possible to prevent the spread of germs
- Our Culinary Teams follow ServSafe guidelines and NSF-approved dishwasher techniques.
- All associates are trained in techniques to prevent the spread of germs specific to their individual roles in serving our residents.
- We ask our associates who are sick to stay at home until they are no longer contagious.
- We ask that residents who are sick to please stay in their apartments or go to the hospital for further medical evaluations.
- We will suspend all outside activities involving large crowds such as trips to Walmart, Shopping Malls, and Restaurants etc. for the next 30 days.
- We will postpone all outside vendors activities at Arcadia for the next 30 days such as family nights, entertainment, meeting space etc.

Additionally, we request that you do not visit our community if you have or have had within the last 48 hours any symptoms of respiratory illness, or if you have recently spent time with anyone exhibiting any of these symptoms for at least 10 days after being symptom free. Those symptoms include cough, fever, sore throat, runny nose, and/or shortness of breath. We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text, or through Skype or Facebook. We also request visitors who have traveled outside the United States within the past 30 days to not have direct connect with our residents for at least 14 days.

Our State Department of Public Health has requested that all long-term care providers (including Assisted Living) immediately implement health screening measures upon entry to our community for all visitors, family, vendors and staff. Upon arrival, please check in with our concierge desk who will direct you to one of our community leadership team members, you will be asked to complete a brief questionnaire and have your temperature taken, we will also provide you with

handwashing and Coronavirus educational material. This screening will be available from 9:00 AM to 6:00 PM, 7 days a week. We would appreciate you limiting your arrival at the community to that time window. If you wish to arrive during a time outside this 9- hour window, please contact the Executive Director to advise. We will seek to accommodate as best as possible but cannot offer any guarantee. We also request that pet visits be suspended until further notice. Residents, we would ask that each of you have available in your apartment a thermometer for those instances in which it may be necessary for you to take your own temperature. As a reminder and according to the World Health Organization (WHO), a temperature of 99.6 degrees or more, along with any symptoms noted earlier in this letter would require you to be confined to your apartment until you are fever free for at least 24 hours without the assistance of a fever reducing medication like Tylenol or Ibuprofen.

Our community is taking an aggressive approach to following the recommendations of the CDC and WHO on prevention steps, including following strict handwashing procedures. We also are staying up to date with the CDC recommendations as they are updated. In addition, we will remain in close contact with the local and state health department, as well as the Agency for Health Care Administration and are following their guidance.

Basic Protective Measures against the New Coronavirus:

1. *Wash Hands Frequently: Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.*
2. *Maintain Social Distancing: Maintain at least 1- meter (3 feet) distance between yourself and anyone who is coughing or sneezing.*
3. *Avoid touching eyes, nose and mouth*
4. *Practice good respiratory hygiene: Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.*
5. *If you have a fever, cough or difficulty breathing, seek medical attention promptly: Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.*

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact me directly.

Thank you for your cooperation and support while we ensure the safety of all our residents and staff.

Executive Director