

Hello Golden Pond Extended Family,

The safety, health and well-being of our residents and team members remain our highest priority, and we continue to monitor developments and further enhance our policies and procedures during this evolving global health crisis. Consistent with recommendations of and directives by federal, state and local regulatory agencies, we have trained and implemented appropriate infection and disease prevention protocols along with a number of other precautionary measures specifically tailored to mitigate the spread of COVID-19. We are following recommendations and guidelines posted on <http://caassistedliving.org/provider-resources/coronavirus/> and <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/index.html>

We understand communication is imperative at this time.

Please note the following changes and appropriate contact information:

- We are only allowing essential visitors at this time. Essential visitors include: RN's, Hospice agencies and hospice families (one family member at a time), Physical and Occupational Therapists.
- If you would like to set up a virtual visit, please contact our Activities Department at (916) 369-0331
- For urgent issues regarding medications, please contact our Wellness Director, Melina Dearing at (530) 828-7336 during Business Hours or our Med Room after hours at (916) 586-4795
- For care-related questions or concerns, please contact our Director of Care, Ligia Rodriguez at (916) 281-1639
- For all other questions, please contact our Business Office between the hours of 9-5 M-F and 9-3 Sat and Sun. Outside of Business Office hours, you will be asked to leave a message and we will get back to you as soon as possible.

Prior to entering, Team Members and essential visitors are screened for signs of a fever or other indications of illness, and everyone is required to

thoroughly wash or sanitize their hands. We continue to closely monitor all residents and team members for signs and symptoms and immediately follow recommended protocols to isolate or send home someone exhibiting ANY signs of illness. Additionally, residents are encouraged to dine in their apartments. We have postponed all non-medical resident outings and other social events. We strongly encourage Independent Living residents to refrain from leaving the community.

We will continue to be vigilant and proactive in navigating this challenging situation. Thanks so much for your patience, understanding, and support in ensuring the health of your loved ones.

Sincerely,
The Golden Pond Team