

COVID-19 Communication From Senior Living Management

Dear Senior Living Management Residents and Family Members,

May 20, 2020

At Senior Living Management, our goal is the safety of our residents and our caring staff. As we navigate this public health emergency, we hope to do so together, by consistently communicating openly with our residents and families.

As you know from our prior communications, we have experienced some residents and staff members who have tested positive for COVID-19. When these instances have occurred, we have alerted all residents and families at the community and personally contacted residents, families and staff who tested positive. Additionally, when individuals within a community were identified as COVID-19 positive, we put in place additional processes and precautions as guided by local health departments and the CDC.

To garner as much support as possible for your loved ones, and our associates, each of our Executive Directors have reached out to their local authorities to request community wide COVID-19 testing. We are hopeful that this extra effort assists in our communities being promptly added to the testing schedules that each state is working to set.

The safety and health of our residents and staff remain our priority. We will continue to follow CDC guidelines regarding the following protocols:

- Restricted access to only essential visitors.
- Social distancing, to include the continued temporary cessation of communal dining and activities.
- Enhanced cleaning each shift of all high traffic areas and touch points.
- Maintaining a screening process for staff, third-party providers, and essential visitors.
- Providing our residents with masks to use when they are outside of their apartment/room, and when staff members enter their apartment for care or services.
- Requiring all staff, third-party providers, and visitors to wear masks at all times.

We are also happy to report that our Separate & Social programming initiatives have been very well received and we continue to encourage our residents and families to take advantage of the opportunities that the programs bring. Our Separate & Social programs assist in physical, mental and emotional “exercise” through entertainment, brain games, virtual visits, and a variety of other fun opportunities - all with our hospitality mindset, which have kept our residents active and busy.



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www.slm.net

covid19@slm.net

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Our Facebook pages have become a great communication tool, and we strongly encourage you to 'Like' and 'Follow' the Facebook page for your community. Remember to check in on the page frequently, as we continually add photos, videos and posts about the happenings at each community!

Despite what is going on in the world, our residents and staff remain in good spirits. We thank you for the continued gifts and treats you are providing your loved ones, as well as the outpouring of support you provide to our staff. Nothing warms the hearts of our associates more than surprising your loved ones with cards, mail, gifts and treats. We encourage you to reach out to them as much as possible, to help continue your showing of support.

We will provide updates to you as things continue to change, and we will apply additional protocols or processes when necessary, as guided by the CDC and other authorities. As always, should you have any questions about our COVID-19 response, please email us at covid19@slm.net.

Please direct any community or resident specific concerns to your Executive Director.

Thank you again for your support. Please be safe!

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