



May 22, 2020

In efforts to provide transparency and communication during our experience of Covid-19, we would like to offer the following update on our status during an evolving situation:

We began taking precautions regarding Covid-19 as early as March 2, 2020, and received a positive test result for Covid-19 on May 12, 2020. Arbors staff and residents have been tested in coordination with the Nevada State Department of Health, and negative resident results retested. As of date, updated numbers include 32 residents and six staff members testing positive for COVID-19. All responsible parties of our positive COVID-19 residents have been notified.

Updated numbers of testing results for all senior living and skilled nursing providers in the state of Nevada can be found on the Department of Health and Human Services [“Facilities with Reported COVID-19 Cases”](#) database. Testing will continue with the help of the Nevada State Department of Health. As testing continues, results will continue to be updated on the Department of Health and Human Services database.

Staffing

We are following all guidelines presented from the CDC and local health authorities regarding essential employee testing, isolation, and quarantine.

We continue to be able to provide for the care needs of our residents. We are making every effort to continue to have a stable workforce. We are in contact with the State Emergency Registry of Volunteers Nevada put in place by the Governor’s emergency Directive for the Pandemic Volunteer Group known as Battle Born Medical Corps. We are currently hiring.

We cannot over-state the incredible heroism of the team members who have continued to support our residents, taken the time to learn and implement increased and ever-evolving infection control practices, and worked diligently over the past few months in efforts to keep everyone safe and comfortable.

Continued Efforts

Our staff continues to follow national, state, and local health guidelines. A summary of those efforts:

- We have detailed and specific plans in place for a wide range of emergencies and illnesses. Our staff is trained in infection control practices and we follow these protocols every day. We have made sure additional training has been conducted with all our staff and that policies reflect up-to-date information provided by the CDC.



- We discontinued public outings and events since mid-March and continue to do so.
- Group activities were discontinued where social distancing could not reasonably be maintained, but individual resident engagement activities continue.
- Cleaning procedures increased. We have also purchased and implemented the use of the Bioesque's Botanical Disinfectant Solution and Victory Innovations Electrostatic Sprayer—a combination that can be safely used on all surfaces that kills Coronavirus.
- Medical appointments were not disrupted, and telehealth was implemented where appropriate.
- We have restricted visitation to essential medical personnel since mid-March.
- All who enter our communities are temperature screened by a temporal thermometer and must affirm a series of necessary questions in regard to COVID-19 risk factors, attesting they have no signs nor symptoms, and have not traveled to an area of outbreak. All essential medical personnel must sign in, sharing their contact information and agreement to policies regarding COVID-19.
- Arbors currently has, and has had, all necessary PPE to keep our residents and staff safe. All of our staff are supplied with sterilized N95 masks prior to each shift.
- A COVID-positive section of the community has been isolated with a safety vestibule for staff to don and doff PPE safely and per CDC guidelines.

Community Support

Since our last update, Arbors Memory Care has had amazing support from the local community and health authorities. Donations of additional protective equipment, sanitizer, and deliveries of food for the staff have been a great encouragement to our community.

We understand the fear and stress that a Covid-19 outbreak causes for the local community, as well as the friends and family members of our residents and staff. We ask that as we navigate this time you continue to show your support to the essential workers in our local community and here at Arbors Memory Care. Covid-19 is a formidable foe that has challenged the world. We believe we are stronger together and that with your help and support, we can continue a strong history of caring for the most vulnerable and get through this pandemic.

To see past and further updates from Arbors Memory Care, please visit our [Facebook page](#).