

# COVID-19 Communication From Senior Living Management

July 2, 2020

Dear Savannah Court of Lake Wales, Residents, Families, and Associates:

At Senior Living Management, our primary goal is the safety and well-being 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.

Unfortunately we have learned that a third party provider for our community has tested positive for COVID-19. They were last in the community on Monday. They will remain away from the community until it is safe for them to return.

**In response, we have enacted the following protocols, as provided by the DOH, CDC and other authorities:**

- All residents and staff will be tested on Monday 7/6/2020.
- All staff will be in full PPE until further notice.
- We will contract with a third party company to deep clean private and common areas potentially impacted.
- We have increased symptom and temperature checks on all residents from two to three times a day.
- Residents have been provided a mask to wear if they need to leave their apartment for a medically necessary reason.

**We will continue to follow the other protocols which we have had in place during this time, as directed by the authorities, such as:**

- Restricted access to only essential visitors.
- Social distancing.
- No communal dining or group activities.
- Enhanced cleaning each shift of all high traffic areas and touch points.

The residents and staff are in good spirits. Thank you for keeping in touch and supporting them through this challenging time. When you speak with your loved ones, please encourage them to wear their mask, and to follow universal precautions. Our community will continue to support digital visits. Please call the front desk to arrange a digital visit with your resident. We will continue to apply new protocols as we see fit and will communicate them accordingly. If there are further questions, please do not hesitate to reach out to me at the community.

Thank you,  
Senior Living Management



Savannah Grand  
Savannah Court  
Savannah Cottage  
Savannah Cove  
Hibiscus Court



Serving those in our care with respect while providing a supportive and enriching lifestyle.

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