



MEMORANDUM

TO: The Fountains of Hope Residents, Families, and Staff
FROM: Joel Anderson, President & CEO, LifeStar Living
SUBJECT: Update – Community Safeguards for COVID-19
DATE: Monday, October 26, 2020
CC: Karla Oliver, Executive Director of The Fountains of Hope

Over the past week, an increasing number of COVID-19 cases have occurred in Florida and Sarasota-Manatee counties. With the onset of flu season and major holidays ahead, we must do everything to provide the safest community for residents to enjoy. Therefore, we are enhancing our campus safeguards. They are as follows:

- 1) We will not return to indoor visitations at the community until further notice. We are strong supporters of residents, their families, and friends interacting as much as possible. However, we must limit to outdoor visitations only, so residents can freely enjoy the amenities and services inside the community to their fullest. Visitors must wear protective equipment pursuant to the most recent CDC guidelines, and those not making physical contact still must wear a mask at a minimum. Visitors will be screened before a resident can come to the outdoor visitation areas. We will also be working on increasing visitation experiences throughout the Holiday Season for you to enjoy.
- 2) We will continue to allow essential caregiver and compassionate care visits inside the community. The eligible persons are explained below:
 - a. Family members, friends, and individuals visiting residents in end-of-life situations;
 - b. Hospice or palliative care workers caring for residents in end-of-life situations;
 - c. Any persons giving necessary health support to a resident, provided that they (i.) comply with the most recent CDC requirements for PPE, (ii.) are screened for signs and symptoms of COVID-19 before entry, and (iii.) comply with the most recent infection control requirements of the CDC and our community;
 - d. Staff and Residents at the Community, including members of the Management Company who are appointed to support the operations;
 - e. Attorneys for a resident if virtual or telephonic means are unavailable; and
 - f. Public or Professional Guardians, and including Florida Ombudsman program, representatives of the Department of Children and Families, the Department of Health, the Department of Elderly Affairs, the Agency for Health Care Administration, the Agency for Persons with Disabilities, a protection and advocacy organization under 42 U.S.C. §15041, the Office of the Attorney General, any law enforcement officer, and any emergency medical personnel.

Compassionate care visitors provide emotional support to help a resident deal with a difficult transition or loss, upsetting event, or end-of-life. These visits may be allowed entry on a limited basis for these specific purposes. Please contact the Executive Director, Karla Oliver, for more details and protocols.

- 3) We will continue to do routine testing at a minimum of every two weeks for staff and required contractors and vendors. If anyone comes into the community, they must be screened, including temperature reading and using the CDC checklist. All persons who are indoors must wear an assigned N95 mask. This approach will reduce exposure risks and allow residents to maintain regular dining, social and wellness opportunities, and time with their neighbors. If a resident visits family or friends outdoors or leaves the community, they will be required to wear an N95 mask and other protective personal equipment to limit exposure upon return.
- 4) We will continue monitoring residents at a minimum of twice per day, completing body temperature and pulse oximeter measurements. If a resident shows any signs or symptoms of the coronavirus, we will take immediate steps, including rapid testing, notifying the family and physician, require additional PPE by staff before entering the resident's home, and limiting their contact with others for a minimal of ten (10) days or after ten (10) days until they are symptom-free for at least seventy (72) hours.
- 5) Per the Governor's recent order, we are permitted to allow minors under the age of 18 to visit residents. Therefore, any outdoor visits may include young family members and friends. Physical distancing and masks must be worn at all times.

To continue our normal dining experience, we will ensure appropriate safeguards regarding social distancing is followed.

By every measure and desire, we want to get back to life as normal, but we cannot allow ourselves to grow weary of important health safety protections necessary to reduce the exposure of the virus on residents, staff, and their families. We ask for your continued prayers and support.

If you have any questions, please contact Karla Oliver, Executive Director at The Fountains of Hope, koliver@fountainsofhope.com, or you may contact me directly at (941) 260-3928 janderson@lifestarliving.com.

Thank you.