



Hello Peninsula Reflections 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 (650) 731-4670.

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 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 Peninsula Reflections Team