



March 26<sup>th</sup>, 2021

To our Patients, Residents and Family Members:

Those of us involved in the care and housing of seniors are acutely aware of the potential impacts of the COVID-19 pandemic on our residents and their families. We wanted to assure you that we are taking every precaution we can to continue best practices within our facilities.

Careage manages and oversees the operations of the following Skilled Nursing Facilities, Assisted Living Communities and Home Health Agencies located in Washington and California:

- Careage Home Health - King, Pierce & Thurston Counties
- Mission Healthcare at Bellevue
- Mission Healthcare at Renton
- Patriots Landing
- Patriots Glen
- The Lakes at Banning

The incredibly positive news is that each of these communities and agencies has had the opportunity to participate in COVID-19 Vaccination Clinics with many residents and staff now having received both the first and second doses of the vaccine.

Regardless of the vaccine, we know many of you are concerned about the spread of COVID-19 and how it may impact your loved ones at our communities. Ensuring our residents and patients are cared for in a safe and healthy environment is our greatest concern. We are working diligently to ensure our communities receive the highest quality health care services and we are taking all recommended steps to mitigate the risk of the virus spreading.

Careage has formed a COVID-19 Team that meets weekly to consult and take appropriate actions in response to what is a rapidly changing situation. We review the latest guidance from the CDC, the DOH, and other regulatory bodies. We also discuss best practices for enhancing the lives of residents, patients, and staff, all the while keeping them safe. In addition, during these meetings, we collaborate on supplies such as PPE and arrange to share supplies, as necessary.

Our communities are following the recommendations of the CDC on prevention, including following strict handwashing procedures, and in many circumstances, wearing gowns and gloves when interacting with residents who are sick. We also are actively adjusting our protocols to comply with the CDC recommendations as they are updated. In addition, our communities are in close contact with the local and state health departments and are following their guidance.

Based on the recommendations of the CDC and other state and local health departments, we have executed and elevated our standard protocols.



Such steps include:

- On-site health care professionals who continually monitor the current guidance to ensure the steps taken follow information received from reputable sources, including monitoring employees, contractors, residents, and visitors for symptoms, and utilizing potential action plans if symptoms should present themselves.
- Education and training on infection control provided regularly to all employees and residents, including re-educating our teams and our residents and/or patients of existing infection control protocols - and how they should be observing it.
- Connection to national, state, and county and local health departments to remain informed.
- Responsive measures to quickly intervene should anyone with symptoms need support.
- Preventative measures to control access to our communities. Signage is displayed at community entrances, and all essential third parties and staff are monitored before entering, and anyone unable to satisfy our strict protocols is not allowed to enter.
- Employees must be screened for COVID-19 symptoms before entering our communities at the start of each shift, this includes temperature screening and questions about possible symptoms and travel.
- People who live in our communities, who test positive for COVID-19, will be isolated away from other people for a period defined by CDC guidelines.

## Can I visit my friend or loved one?

Visitors are allowed, however there are some limitations, which are outlined below.

### Washington Residents:

- a. You may **visit indoors** if the following apply:
  - i. You must have received both doses of the COVID-19 vaccine, and 14-days have passed since your final dose; or
  - ii. The resident you are visiting has received both doses of the COVID-19 vaccine and are 14-days passed their final dose.
- b. You may **visit outdoors only** if neither you nor the resident have been vaccinated.

### California Residents:

- a. You may **visit indoors or outdoors** with residents; and
- a. Visits are limited to 1 hour, and must be scheduled in advance; and
- b. All individuals must be masked and practicing social distancing.



## CAREAGE

**All our communities have installed new HVAC systems** which have the technology to make our air safer. Using patented ionized hydroperoxide technology called Photohydroionization™, which was developed by RGF Environmental, our modern system uses a rare metal catalyst and a hydrating agent activated by a broad-spectrum ultraviolet light to react with ambient moisture, producing hydroperoxides which sanitize the air, killing microbes at their source.

In addition to RGF Environmental technology, the HVAC systems use the HALO-LED home purification system, a mercury and ozone-free in-duct LED air purification system that treats every cubic inch of air-conditioned space, significantly reducing both airborne and surface contaminants and pollutants.

Together, these two systems provide our patients, residents and staff with cleaner, safer air and the peace of mind of knowing our communities are actively committed to preventing the spread and infection of the coronavirus and COVID-19.

**All our communities have implemented Accushield sign-in kiosks** at the front entries to accommodate the latest CDC recommendations to ensure the safety, health, and peace of mind of our patients, residents, staff, and their families. Accushield sign-in and screening kiosks administer touchless temperature capture and COVID-19 screening questions during visitor, staff, and healthcare provider sign-in to help control the health-safety of our communities.

**All our communities will offer COVID-19 vaccinations** for new residents and staff. Offering an ongoing vaccination clinic will help ensure the overall health and safety of our residents, staff and visitors. For additional information, please contact your facilities management team.

### **What are the symptoms of COVID-19?**

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea



Please see the [Center of Disease Control \(CDC\) Website](#) to cover [Symptoms of Coronavirus](#), As well as how to [Stop the Spread of Germs](#).

**You may be asking how you can help aid us, in minimizing the spread of any illness.**

### **Here are some requests we would make of you:**

- Wash your hands frequently and use good hygiene behaviors.
- Maintain social distancing - 6 feet distance between yourself and anyone who is coughing or sneezing.
- Use a tissue or your bent elbow for a cough or sneeze. Then dispose of the tissue and wash your hands immediately.
- If you have a fever, cough and difficulty breathing, please isolate yourself from others and notify our team immediately or seek medical care.
- If you have been exposed to someone with fever, cough and difficulty breathing, please isolate yourself from others and notify our team immediately.
- Encourage your friends and loved ones to connect with you virtually over Zoom, Facebook, Google Duo, etc.

### **How to Communicate with your loved one(s):**

We understand that connecting with family members is incredibly important, and there are a variety of ways to connect with them. These include telephone, email, text, or video calls through Zoom, Google, or Facebook. We provide video calling stations and/or help your loved one utilize their own personal technology to connect with you.

***We thank you for your assistance, support and understanding of the policies and procedures we are enforcing to keep your loved ones safe in this evolving situation.***

If a positive COVID-19 case does occur at one of our locations, the facility management team will notify all interested parties directly.

For additional information, please visit the [CDC's coronavirus disease information page](#).

Sincerely,

David Feeney  
Chief Executive Officer  
Careage