



March 12, 2020

To Our Family of Associates:

As cases of coronavirus (COVID-19) continue to be diagnosed across the United States, we know there is a lot of concern for the well-being of our residents as well as our associates. The safety of our residents and associates, and preventing the virus from entering our communities, continue to be our top priorities.

FORTUNATELY, WE HAVE NO CASES OF COVID-19 IN OUR COMMUNITIES.

As we've mentioned, we are committed to keeping you updated on the latest information. We have created a website, www.ISL-Updates.com to keep you and our residents and their family members informed. We are adding a banner, with a link to the website, to all our community websites. We want to ensure our residents and their family members can easily find information related to COVID-19 and our communities in one location.

Again, we want to reiterate the precautionary measures we have in place to protect our residents and visitors. We are continuing to treat the situation with extreme caution, as we would any contagious virus or infection, utilizing our internal policies and procedures.

We are closely following the guidelines established by the *Centers for Disease Control (CDC)* to help prevent the virus from entering our communities. Please continue to follow the *CDC guidelines* below:

- **Wash your hands** frequently. Use soap and water and wash them for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.
- If soap and water isn't available, **use an alcohol-based hand sanitizer**. We have several hand sanitizer pumps located in common areas throughout our communities.
- **Cover your mouth and nose with a flexed elbow or tissue** when coughing and sneezing. Remember to throw away the tissue and wash your hands immediately.
- **Maintain social distance**. If possible, keep a distance of at least 3 feet between you and someone who is coughing, sneezing or has a fever.

- **Avoid touching your eyes, nose and mouth.** Hands touch many surfaces that can be contaminated with the virus.
- **Seek medical attention** if you have any of the following symptoms: fever, cough, or difficulty breathing/shortness of breath.

As our valued associate, you play an important role in ensuring the safety and well-being of our residents, visitors and your fellow associates. Please continue to follow the steps below to help prevent the spread of COVID-19 in our communities:

- Follow your department's specific cleanliness and sanitation procedures. If you do not know what these are, please ask your immediate supervisor for details.
- Wash your hands regularly, especially when arriving to work, after interacting with residents, after using the restroom, and after personal activities such as smoking or eating.
- If you are sick with cold or flu-like symptoms, fever, cough and/or difficulty breathing, please do not come to work. Call your supervisor to inform them of your absence.
- Please notify your supervisor or the Executive Director if you have traveled outside the United States within the past 14 days or have plans to in the future.

Thank you for your commitment to keeping the safety of our residents, families, visitors and one another top of mind.

Sincerely,

Collette Gray

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President/CEO
Integral Senior Living
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