



March 16, 2020

To Our Family of Associates:

As the number of confirmed cases of coronavirus (COVID-19) continues to rise, please know that we are doing everything possible to protect the health and well-being of our residents and our associates. Our top priorities continue to be the health and safety of our residents and our associates, as well as preventing the virus from entering our communities.

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

First, we want to thank you for all the hard work that you are doing to take care of our residents and one another right now. We appreciate all that you are doing to reassure our residents and make them comfortable during these difficult times. We know you are committed to providing care to our residents and we are grateful for your commitment and dedication in these unprecedented circumstances.

We wanted to share with you a few changes we've made to limit visitors in the community, as well as changes we've implemented that impact Vibrant Life and Elevate programming.

Limiting Visitors:

Effective immediately, we are limiting visitors in ALL our communities nationwide. The only visits that will be permitted are for end-of-life situations. We will adhere to the following guidelines for these visitors: screening for symptoms, including taking their temperature, and adding this information in our private screening log, and requiring that all visits take place in the resident's apartment.

We are encouraging family members to utilize other means of communication to visit with loved ones, including FaceTime, Skype, phone calls, cards and letters.

Our intent is to try our very best to keep COVID-19 out of our communities. The more people coming into our communities means the higher the potential for the coronavirus to enter our community. We hope family members will understand the precautionary measures we've put in place. If you need assistance in talking to a family member, please let your supervisor or the Executive Director know.

Elevate and Vibrant Life Changes:

The state of California has already adopted a ban in communities that is not allowing "gatherings" of groups of 10 or more for individuals who are at higher risk for contracting COVID-19. (An example for those living in a senior community is an activity room or dining room.)

We have made the decision to **limit ALL activities and our culinary service in ALL our communities, until further notice, to groups of no more than 10 people.** This number of 10 does NOT include our support staff delivering the service to the resident.

While this may seem aggressive, we are certain that other states are going to follow suit. Out of an abundance of caution, we feel we need to make this effective immediately nationwide. What this means to our residents:

- Any activity taking place in a community can have no more than 10 people in attendance at one time. You can have multiple activities going on throughout the community, but participation is limited to 10 people.
- Dining rooms can have only 10 people in them at once. At this time, we are NOT CLOSING dining rooms until the CDC advises us we have to do so. *(Note: Some communities have decided to close their dining rooms.)* Residents can self-select to have meals delivered to their apartments. We will not be charging room service fees at this time. We have also set temporary dining up in vacant apartments and private dining rooms in some communities.

Other items to note regarding our changes in our Culinary Service:

- All beverages will be poured at time of delivery to the resident.
- Any items on the tables that residents bring down from their apartments must be removed from the tables after the meal and taken back to the resident's unit.
- Buffets, hospitality stations/bistros, hydration stations, and salad bars continue to be shut down until further notice.
- All community-provided condiments will be delivered in disposable packets or in disposable portion cups.
- Hand sanitizer continues to be available at in our dining areas and throughout the community.

We are treating the situation with extreme caution, as we would any contagious virus or infection, and are following our internal policies and procedures as well as those of the CDC. As a reminder: **If you are sick with cold or flu-like symptoms, including fever, cough, and/or difficulty breathing, do not come to work. Call your supervisor to inform them of your absence.**

Enclosed is a flier with CDC recommended guidelines to prevent the spread of COVID-19 that we are asking you to follow.

As we've mentioned, we are committed to keeping you updated on the latest information. We hope you'll visit www.ISL-Updates.com for the latest information on our response to COVID-19.

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

Sincerely,

Collette Gray

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