



To Our Family of Residents and Their Families,

As you know, the Coronavirus (COVID-19) has hit the United States. We know there is a great deal of concern for the well-being of our most vulnerable population, those with compromised immune systems and the elderly, many of whom live our communities. The health and safety of our residents is always our top priority.

Fortunately, we have no cases of COVID-19 in our communities, but we wanted to make you aware of the precautionary measures we have in place to protect our residents, families, visitors and associates. We are treating the situation with extreme caution as we would any contagious virus or infection and are following ISL's policies and procedures.

While we are not a "health care facility" (hospitals and skilled nursing facilities are considered these), we are closely following the guidelines established by the *Centers for Disease Control (CDC)* to help prevent the virus from entering our communities. We are encouraging all our residents, as well as our associates, 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 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 following symptoms: fever, cough or difficulty breathing/shortness of breath.

If you are a family member and have a loved one living in our community, we encourage you to follow these guidelines. If you are planning to visit your loved one, we ask that you follow the *CDC guidelines* once inside our community. In addition, we ask you **not** visit a resident if you:

- Are sick with a cold or flu-like symptoms, including: fever, cough and/or difficulty breathing/shortness of breath
- Have traveled outside the United States within the past 14 days

We are committed to keeping you all updated on the latest information. We are creating a website to keep our residents, family members, and associates informed with the latest information. As soon as it's live, we will share the address with you. Thank you for your commitment to keeping the safety of our residents, families, visitors, and associates top of mind.

Sincerely,

A handwritten signature in cursive script that reads 'Collette Leigh Gray'.

Collette Gray  
President/CEO  
Integral Senior Living  
Solstice Senior Living