



March 12, 2020

To Our Family of Residents and Their Families,

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. Our top priorities continue to be the health and safety of our residents and associates and preventing the virus from entering our communities.

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

Based on the recommendations by the CDC that older adults avoid crowds, we are implementing the following precautions when it comes to our communities:

- Visitors will be limited to close family members and to those providing a medically necessary service (physicians, home health, therapists, etc.)
- Visits must take place in the resident's apartment and not in common areas
- We are limiting entry to only those who need access, such as:
 - Associates, contractors and consultants who need to be there to keep the community running and to ensure residents' needs are being met
 - Government officials who require entry (CDC or public health staff)
- Activities will continue, but will be limited to ones that avoid close contact, and supplies used will be properly disinfected between use
- Culinary service will continue; however, we will for the foreseeable future, no longer offer Hospitality Stations, Bistros or Salad Bars

We are also requiring all visitors and associates who enter the community have their temperature taken and recorded. Effective immediately, we will implement this in all our communities:

- All visitors and associates will be screened for symptoms (cough, fever, shortness of breath) and will have their temperature taken
- Temperatures will be taken with a touchless thermometer

- We will use a screening document to note the visitor's name, any signs or symptoms of COVID-19, and his/her temperature.
- The screening documents will be kept in a binder and secured to protect the privacy of those being screened.

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 your family members informed. We want to ensure that you and your family members can easily find information related to COVID-19 and our communities in one central location.

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

Again, we are not a "health care facility," but we are closely following the guidelines established by the *Centers for Disease Control* (CDC) to help prevent the virus from entering our communities. We continue to encourage all our residents 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.

If you are a family member and have a loved one living in our community, please continue to encourage them to follow these guidelines. 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 in the past 14 days

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

Sincerely,

Collette Gray

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