

March 20, 2020

MEMO

COVID-19 Updates

Every day, every hour brings new updates on COVID-19. We remain committed to being transparent, proactive, and empathetic in all our COVID-19 communications.

On Friday, March 20, we learned that a resident had developed signs and symptoms consistent with COVID-19. Our gratitude to this resident for informing staff and for taking immediate steps in seeking appropriate testing and consulting with their doctor. The resident is currently onsite, is in no acute distress or immediate danger, and has immediately enacted strict isolation protocols. We are respecting the resident's privacy and will not disclose any personal information. Senior management is rapidly identifying potential exposure and is poised to take appropriate steps with the Department of Health and the Centers for Disease Control. We will be notified of the test results that will come back as early as Monday, March 23. To be clear, we have **not** received a confirmation that this is COVID-19.

At this time, out of tremendous caution, we are urging you to remain in your apartments. This means all residents should stay in their apartments, avoiding common spaces and interaction with other residents. We will continue temperature checks and meal delivery each day – with staff equipped with personal protective equipment. A building-wide quarantine is one of the most effective ways to safeguard our community of our beloved residents and staff.

Again, we will not know if we have a positive case of COVID-19 until early next week, in which case, we will either lift the voluntary building-wide quarantine or mandate a building-wide quarantine. This situation points out the seriousness of this disease and the measures necessary to ensure the safety of all residents and staff. Thank you for your part in all of this. We know these are extraordinary times in uncharted territory. We will prevail.

Please feel free to direct any questions to Joel Smith, Health Services Administrator (ext. 3357).