



Capable hands. Welcoming hearts.

March 15, 2020

Dear Residents, Families & Friends:

Central to Cedarhurst's Mission is a commitment to protecting the safety and well-being of our residents, their families, our guests and our employees. We are fortunate to have incredible resources in fulfilling this mission – but the biggest are our residents, their families and our dedicated employees. To that end, I am grateful to all of you for the support and understanding you've shown Cedarhurst over the last several weeks while we all deal with the quickly evolving Coronavirus (COVID-19) situation in the United States. They say that adversity shows character even more than it builds it and, in that regard, I have seen the amazing character of many of you during the efforts we've taken to keep each other safe and healthy.

As I have previously communicated, our Cedarhurst COVID-19 Response Team has been closely monitoring the news and information about the spread of COVID-19. The preventative actions we've taken to date, constant communication to you through Caremerge, emails, phone calls and updates on our response webpage will continue. **As such, out of an abundance of caution effective immediately, we're further restricting access to our communities.** We didn't make this decision lightly and took a variety of factors into consideration. We believe that given the rapid spread of the coronavirus and with guidance from the CDC and State & local health departments, the decision to promote social distancing is prudent and necessary.

NEW COMPANY PROTOCOLS & ACTIONS EFFECTIVE IMMEDIATELY:

- **Visitors:** We're suspending visits to the community for all persons except:
 - Direct healthcare professionals/workers that are medically necessary
 - Family member(s) for a resident on hospice (i.e. end-of-life situations) or other approved special circumstances
 - Emergency and life/safety personnel
 - Move-in/Move-Out of residents
- **Pre-Screening:** All permitted visitors will go through our Signs & Symptoms screening, including a temperature check. Additionally, those that have traveled outside the US in the last 30 days, or come into close contact with someone who has traveled outside the US in the last 30 days, shall not enter a Cedarhurst community for a minimum of 14 days after they or their close contact has returned to the U.S. and been confirmed as not having any signs or symptoms of the Coronavirus (COVID-19), cold or flu like symptoms. Please note, those under the age of 16 will not be permitted to visit.
- **Deliveries:** Delivery services should be made to the front door between business hours of 9:00am to 5:00pm. Vendors will not be permitted entry to the community unless medically necessary. The Community will work with our residents to transport packages to their apartments.



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- **Residents:** We strongly encourage residents to not leave the Community for anything other than a necessary medical appointment that the physician does not recommend postponing. This is to reduce exposure to the public that hasn't been screened for signs and symptoms. We understand, respect and will uphold Resident's Rights, however if a resident voluntarily chooses to leave the community for any non-medically essential reasons that are not approved as a special circumstance, they **will be restricted from entering** back into the Community until further notice.

Individuals outside the community are not screened for COVID-19 signs and symptoms like those inside are. Individuals could be carrying the virus without realizing it and in turn exposing those around them. When residents leave and then return to the community there is the risk that the virus is being exposed to others in the community. Therefore, we're taking this action in a proactive effort to safeguard the health and safety of our residents and staff.

At the moment, we cannot say with any certainty how long these precautions will be in effect. We will continue to monitor the situation closely and evaluate information and guidance provided by state and federal agencies in order to inform future decisions. We're aware of the challenges this decision presents to many residents and families and appreciate your patience and understanding as we navigate this quickly evolving and dynamic situation together.

We understand you may have concern of not being able to visit your loved ones, so we are committed to providing alternative means of communication. Our team will coordinate remote communications via video and audio calls between residents and family. In order to help families, feel connected to the community, we will also ramp up our Facebook postings of the residents.

We are devoted to protecting the safety and well-being of our residents. We appreciate your understanding and cooperation during this time.

To stay up to date on the latest actions Cedarhurst is taking please visit our Coronavirus Response webpage at <https://cedarhurstliving.lpages.co/coronavirusresponse/>

If you have any questions, please contact the Executive Director at your community.

Sincerely,

Josh Stevens,
Cedarhurst Living, President/Co-Founder