



Capable hands. Welcoming hearts.

March 22, 2020

Dear Residents, Families and Friends:

Our organization has been working diligently to protect our residents and staff from the potential spread of COVID-19. Accordingly, per CDC and State & Federal health authorities, we have implemented policies and procedures with the goal of preventing the spread of COVID-19 into our communities and, in the event of an active infection, reducing the potential for further spread. We have formed three COVID-19 Response Levels according to exposure risk in any given Cedarhurst community: **Orange Level** (least significant), **Blue Level** and **Red Level** (most significant).

The specific protocols we follow under each level can be found on this website under the “Our COVID-19 Policy” Section in a document titled “Overview of COVID-19 Precaution Levels.” As background, when the COVID-19 situation first began, all Cedarhurst communities were put on the basic **Orange Level** of preparedness, which restricted visitors among other precautions. As the situation was officially deemed a pandemic, we made the decision to elevate all Cedarhurst-operated communities to the **Blue Level**, which as discussed in the policy documents on the website, comes with an additional set of precautions.

The highest level of precautionary state is the **Red Level**. We put a Cedarhurst community on the **Red Level** when there is a suspected instance of COVID-19 infection amongst residents, any recent approved visitors (which is generally only essential medical personnel), employees, those with whom an employee has come into close personal contact, or another special circumstance as determined by the COVID-19 Response Team. We broadly interpret the term “suspected” to include almost all instances of respiratory infection with COVID-19 symptoms.

Obviously, that means we are monitoring a large set of people and, as such, Cedarhurst communities may be elevated to **Red Level** and then brought back down to **Blue Level** as we do our best to confirm (through testing and investigation) whether each suspected exposure is or is not COVID-19. **In other words, please expect your Cedarhurst community’s COVID-19 Response Level to change throughout this situation.** We make these changes to ensure a community is not burdened by precautions that limit their ability to enjoy each day to its fullest extent during this pandemic. Even in times of challenge, our teams are committed to making our residents’ lives full of joy.

At all assigned levels, visual and audio communication will continue – contact your community directly to coordinate audio/visual calls with your loved one.

We are devoted to protecting the safety and wellbeing of our residents. We appreciate your understanding and cooperation. To stay up to date on the latest actions Cedarhurst is taking please visit our Coronavirus Response webpage found at <https://cedarhurstliving.lpages.co/cedarhurst-coronavirus-response/>

Sincerely,

Josh Stevens,
Cedarhurst Living, President/Co-Founder