



COVID-19 (Novel Coronavirus) Response:
April 23, 2020

Since the first reports of the novel Coronavirus or COVID-19, our first and foremost concern, has been to keep our residents and team members safe. Our team took early action to confirm our infection control procedures and sanitation processes, and ensure we had available supplies on hand. We continue to adapt our procedures to align with the latest recommendations provided by the Centers for Disease Control and Prevention (CDC) and our state and county health officials.

Although these are evolving, a summary of our current responsive measures is listed below.

- Family visitation has been suspended with the only exception being end-of-life situations.
- We are keeping our residents and their families connected with video chat, phone calls, and FaceTime sessions.
- We also introduced a new digital communication platform, Slack, that enables family members in various locations to connect with their loved one here at the community. The platform allows a group conversation where instant messages, photos and videos can be shared.
- All elective medical visits have been rescheduled.
- Onsite physicians are still seeing residents by way of telemedicine with our nursing team.
- Residents, as able, are isolated in their rooms.
- Residents, that are able, are wearing masks while we provide care.
- Meals are being delivered to rooms via room service. We continue to provide supervision and assistance with feeding for those residents who have a need.
- We have canceled outings and group activities. We are keeping residents engaged with in-room activities, hallway programs, and one on one activities and visits by our team.
- We are reminding residents, and assisting as needed, with handwashing throughout the day.
- We have increased sanitizing within the community, particularly within high traffic areas.
- Deliveries are being made at outside entrances, retrieved by our team, sanitized, and then distributed within the community.
- All non-essential services have been suspended. No therapy at this time.
- The hair salon is closed, but we are assisting with shampooing and nails for the residents.
- Team members are being monitored prior to entering the community for their shift and every 4 hours thereafter, for fever and respiratory symptoms and screened for any potential encounter with someone else who may be sick. Anyone with symptoms is being sent home, able to use their PTO and asked to contact their physician and to monitor their symptoms. We are following the CDC guidelines for a team member's return to work.
- Residents are being monitored throughout the day for fever and oxygen levels.
- Supplies are secured and inventories monitored daily.

In this challenging time, we thank you for all of the support we've received and ask for your continued understanding as we continue to do all we can to protect our residents and team members, and prevent community spread.

Sincerely,
The Kensington Senior Living Team