



March 24, 2020

To our Valued Residents, Families, and Staff,

I want to thank all of you for your continued understanding and patience during this very difficult time. All of our residents and staff appreciate the sacrifice loved ones are making by adjusting to our temporary visitation rules. The health and safety of our residents and staff are our highest priority. At this time, we do not have any confirmed cases of COVID-19 in our communities. However, despite all cautionary measures we are taking, realistically, given the widespread nature of this virus, we can't overlook the possibility, and are prepared to manage a confirmed case when faced with this scenario.

In addition to visitor restrictions, we are also collaborating with our outside health care practitioners, such as therapists and home health nurses, and consulting with our residents' medical providers, to determine what outside services are essential and which may be postponed. We are performing active symptom screening of all residents daily, and all staff prior to beginning each shift. We continue to double up on our infection control efforts and are adhering to the 6-foot social distancing requirements in place.

We are thankful for our creative Life Enrichment Coordinators who have been creating engaging and clever new ways for our residents to socialize and exercise. We hope you are following your community's Facebook page to see some of our residents in action. You can help to brighten our residents' day, and those of assisted living residents nationwide, by sending an uplifting video or photo message at www.carenotcovid.com. Our residents and staff, and those across the nation, will appreciate your kind words, during this tough time.

Additional ways you can help:

- 1 You no doubt have heard all the news coverage regarding the shortage of Personal Protective Equipment (PPE). Like all involved in the health care system nationwide, we may be challenged with finding PPE. At this time, we have been able to meet the needs. That said, we have heard the warnings

and anticipate challenges, in securing additional supplies, the longer we are faced with this virus. If you have extra facemasks at home that you would be willing to donate for your loved one's use, or as needed for others in our community, we would be grateful for the donation.

- 2 As our shopping outings have diminished, consider dropping off a goodie box for your loved one and include a card, some favorite snacks, magazines, puzzles, or hobby supplies, our staff would be happy to retrieve them from you.
- 3 Call ahead, ask to speak with our Life Enrichment Coordinator, to schedule a time for our staff to assist your loved one to virtually connect with you, using a computer, tablet or iPad.

I do have some great news for our Oregon communities. With the closure of schools, many of our staff are having child care challenges. Governor Brown signed a proclamation allowing state funding to continue to schools *IF* they provide childcare for health care workers in their community. This is terrific news and eases the burden of our staff being able to work and know their children are cared for. We hope to learn more about the coordination of this and will ensure our staff get information on this.

If I can assist you in anyway do not hesitate to contact me at Dhenderson@ccliving.com or (360) 241-0168.

David Henderson, CEO
Concepts in Community Living