



March 24, 2020

RE: Coronavirus (COVID-19) Policy & Protocol Update

Dear Oaks Residents, Family and Friends:

As you are aware, Oaks Senior Living has been diligently updating Policy and Protocols to help mitigate the potential for the COVID-19 virus to enter any of our communities. It is a very difficult and stressful process for our organization, but we realize that our residents are very vulnerable to this virus and we have to do everything in our power and ability to protect them and our teams. I know our community teams are diligently communicating many of our updated protocols, but several family members have requested a formal communication to advise them on these updates. Our updates are driven by the recommendations from the CDC and here are the most recent updates over the past week:

- Social Distancing – Dining: We have stopped communal dining for our residents in Assisted Living and begun conducting room service. Residents that require assistance with eating or may have chewing and choking hazards are brought to the dining room and spaced appropriately so we can assist and monitor them as they eat. In Horizon's that is a bit more challenging to accomplish so we have spread out the dining tables and are utilizing other tables and areas such as Activity Rooms to create that space. Spreading out the food service schedule has also aided us in accomplishing these goals as much as possible.
- Social Distancing – Activities: We have limited the quantity of participants and leaders of group activities to 10. Also assuring that we create the space and distance between residents during the activity. Our teams are getting very creative with assuring that our residents still engage and remain active indoors and with outdoor activities and exercise.
- We have instituted a new protocol for our families who's loved one is placed under the care of Hospice Services. We understand how difficult of a situation that is for our residents and family and the need to be able to have visits. If you have a loved one that is requiring these services, please get with your Executive Director and/or you Wellness Director to review these protocols.
- We previously initiated a policy that residents can only leave the community medically necessary appointments. If we can transport the resident to the appointment that would be favorable. **We are emphasizing that the resident goes straight to the appointment then straight back to the community with no stops anywhere.** We are

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requiring our residents to be quarantined for 72 hours and will be monitored for any symptoms.

- Any resident returning from either a hospital or rehab center setting will be asked to self-quarantine for 14 days to be monitored for symptoms and to limit the risk of potential exposure to others within the community.

I personally thank all our residents and their family members for their continued support to our protocols and policies in helping us protect our residents and staff from this very dangerous COVID-19 pandemic. The positive feedback we have received from all of you has been very gracious and caring. We still have a long road to travel before this pandemic leaves our state and that road looks very foggy at this point. I know there will be continued challenges arising on a daily basis, but please know that our Leadership Team and Community Teams are communicating every single day to improve the protection of our communities. The CDC, Department of Public Health and our industry peers have been incredible sources of knowledge and providing direction to our emergency plans in place. And most of all, I am so proud and completely lifted spiritually by the commitment, dedication and passion our teams at the communities have shown. The enormous stress they are under is beyond understanding. But they continue to fight every second of every day for our residents. Our Lord has blessed us with an amazing Oaks Family and I am just honored and humbled to be a part of this family.

Sincerely,



Alex Salabarría
Chief Executive Officer/Owner
Oaks Senior Living



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