



March 13, 2020

RE: Coronavirus (COVID-19) Update and Current “Orange” Level Policy

Dear Oaks Family and Friends:

As you are aware, Oaks Senior Living has been diligently preparing 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 seniors are very vulnerable to this virus and we have to do everything in our power and ability to protect our residents and teams.

If you are receiving this communication it is because your loved one is currently residing in one of our communities that is located within a 100-mile radius that the COVID-19 has been detected, thus raising our alert level from “Yellow” to “Orange”. Please note that there has **NOT** been any resident residing in the community that has shown sign or symptoms of the virus. Attached to this letter is a sign that has been posted at the community requiring certain levels of protection against the virus penetrating our community. Beyond that we are also instilling other preventative measures listed below:

1. We are currently highly limiting visitors from coming to the community. **Limiting means the individuals should not be allowed to come into the community, except for certain situations, such as end-of-life situations or when a visitor is essential for the resident’s emotional well-being and care. This is an uptick to our current policy. Doors need to be locked and any and all visitation needs to be approved by the Executive Director and scheduled during visiting hours.** The screening will entail filling out a questionnaire about potential sign and symptoms, recent travel and being exposed to an individual who has recently traveled. Your temperature will also be taken. Visiting hours will be reduced to 9:00 AM to 6:00 PM Monday-Friday and 10:00 AM to 2:00 PM on Saturday and Sunday. **YOU WILL BE REQUIRED TO CALL THE COMMUNITY AND SCHEDULE YOUR VISIT SO THAT PROPER SCREENING CAN BE SCHEDULED.**
2. We will also not be taking our resident’s to outings in public areas such as restaurants, theatre’s and shopping markets. Having outdoor activities on the grounds of the community or joyrides on the bus will still be done.
3. Residents are not allowed to leave the community except for needed or critical medical appointments. Upon their return they will be required to follow the handwashing and screening protocol. The question must be asked to where they

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went to assure, they did not go elsewhere outside of the medical appointment. If resident did decide to go to lunch or visit family, then they will be required to be quarantined in their rooms for 72 hours.

4. We will be limiting only vendors that provide clinical oversight to our residents to be able to enter the community. Vendors such as Home Health Care, Rehabilitation and Hospice. We have had conversations with these vendors to assure that they are following correct protocols to ensure universal precautions and observation of their teams. Being medical groups, they are on top of these precautions to high levels.
5. All doors to the community will be locked down from the exterior to assure that any visitors are coming through the front entrance for proper screening.

I want to thank you all for your understanding and support of this very critical time and due diligence. We will continue to update all residents, teams and families with any updates and recommendations from the CDC. As I said before, our residents and teams need for all of us to do everything in our power to assure continued safety and health. May God bless our teams and communities and bring us the fortitude to protect and serve.

Sincerely,



Alex Salabarría
Chief Executive Officer/Owner
Oaks Senior Living



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