



Independent, Assisted Living, & Memory Care Communities

April 9, 2020

SUBJECT: Coronavirus Disease - Updates

Dear Residents, Families, and Friends,

Heritage Senior Living continues to closely monitor the evolving Coronavirus pandemic. Every day we are reviewing the updated recommendations from the Center of Disease Control & Prevention and the Department of Health Services. As the amount of wide-spread community illness grows, we understand the risk for infection in our communities increases. Currently, our communities have no cases of COVID-19.

In the previous letter numerous steps we've taken to protect your loved ones were outlined. These interventions remain in place. Additionally, we've moved to having all direct care staff wear cloth face coverings. The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain. Although, our communities are not considered a public setting, we want to take every possible measure to prevent the spread of COVID-19. All employees will wear a face covering while within our community.

Our Life Enrichment and direct care staff are dedicated to finding ways of engaging our residents. During a time of no communal dining and group activities we understand our residents depend on us even more for social interaction. As the weather begins to warm up, our staff are taking residents outdoors into the courtyards to get some fresh air and feel the sun on their faces. During the time spent outdoors, social distancing practices and visitor restrictions remain in effect.

Slowing the spread of COVID-19 is going to take everyone's help. It is important that each of us do our part and stay informed. Included you will find the CDC's *Steps to Help Prevent the Spread of COVID-19 if You are Sick*.

If you have any questions, please contact us at quality@heritageal.com.

Best Regards

Amanda Runnoe
Vice President of Clinical & Quality Operations