

March 3, 2020

## To: The Family Members of Our Residents

At the Waters, our first priority is the safety, health and wellbeing of our residents, their family members and our Team Members. This is why, in light of recent news headlines regarding the Coronavirus (COVID-19), we want to proactively communicate with you about this public health concern and inform you of what we are doing to protect anyone who lives in, works at, or visits one of our communities.

**First**, please know that we are ready and prepared for emergencies and unexpected events. Should there ever be a suspected exposure to, or actual case of, the Coronavirus, rest assured that, as with any infectious disease, we have a plan in place. Our Team Members are trained in infection control practices and will follow strict protocols based on that training, to ensure the safety of our residents, their family members, and visitors.

**Second**, all of our residents have received specific communications, including a *“Frequently Asked Questions”* document, regarding the Coronavirus and our preparedness to ensure their safety, health and wellbeing. In many communities, resident meetings have been held, too, so that any concerns or questions can be answered and residents can be reassured of our preparedness.

**Third**, the Waters is taking proactive measures to reduce the likelihood of any spread of the virus, including:

- **Providing Proper Training and Education on Risk Prevention and Emergency Protocols** - Please know that all of our Team Members have been properly trained on the procedures to follow and know how to respond should there ever be a suspected case or exposure to the Coronavirus.
- **Requiring Daily Hygiene and Environmental Safety Practices**
  - All communities have virucide cleaners and/or wipes, tissues and hand sanitizer available at every work space.
  - All frequently touched surfaces (i.e. dining room tables, activity areas, front reception desk area, elevator buttons, door knobs, hand rails, telephones, keyboards, game rooms, exercise equipment, arm chairs, public restrooms, etc.) are being disinfected multiple times daily using virucide/germ killing cleaners.
  - All Team Member work areas (i.e. Department offices, Nursing Station, Resource Room, and Breakrooms) are being disinfected daily.
  - All Regular cleaning of building surfaces and touched areas include the use of virucide/germ killing cleaners.
- **Posting Good Hygiene Reminders** - Posters are placed in all restrooms, common areas, and Team Member work areas to remind residents, visiting guests and Care Team Members to wash their hands often with soap and water for a minimum of 20 seconds.
- **Ensuring Supplies Are On-Hand** – Assessing and confirming the availability of necessary supplies.
- **Inquiring About Travel / Vacation** – Each community is taking steps to ask visitors and Care Team Members about whether they have traveled outside of the United States. As a minimum standard, if we are aware that a resident, family member or Team Member has gone outside of the United States OR on a trip to another state outside of the community, we may conduct phone screening with them before they re-enter the Community.

- Signs posted at community entry points encouraging visitors not to visit if feeling ill.

**Fourth**, as stated above, to ensure everyone's safety, we may inquire about your - - or any visitors - - travel plans in the last 30 days OR any upcoming travel or vacation plans. Let us express our appreciation to you, in advance, for your cooperation to help us ensure everyone's safety by sharing with us any plans that you had or may have in this regard.

The Waters Corporate Health and Wellbeing Leadership Team is monitoring this public health concern daily via contact with the Center for Disease Control, the American Senior Housing Association, the Minnesota, Wisconsin, and Pennsylvania Departments of Health and World Health Organization (WHO), and will keep you and your family members informed. As always, if you have any questions that you'd like to discuss, please feel welcome to contact the Executive Director at your community.

On behalf of our Waters Senior Living team, thank you. We appreciate that your family member has chosen to make their home with us.

Sincerely,

The Waters Senior Living