

Coronavirus (COVID-19) Update - March 12, 2020

To: Our Residents and Their Family Members

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 we will periodically be keeping you informed about the proactive measures we are taking to help reduce the likelihood of any spread of the Coronavirus.

While, at this time, our residents are free of any diagnosed cases, we are asking for your - - and any visitors - - support and cooperation with the following precautionary measures being implemented so that this can continue:

- **SCREENING of VISITORS** – Upon arrival to any one of The Waters Communities, all visitors are being screened PRIOR TO interacting with residents or team members. At this time, we prefer “only medically necessary visitors” are permitted to enter the communities. Visitors will be asked whether they have traveled in the last 30 days and we will be checking for symptoms of the virus BEFORE they proceed beyond the main Concierge area. Signs are posted at community entry points encouraging visitors NOT to enter if they are not feeling well. Visitor hours may now be limited. These hours may vary by community. Please call your specific community to confirm visiting hours.
- **LIMITING LARGE-SCALE COMMUNITY SPONSORED EXTERNAL/INTERNAL EVENTS** – As a measure of safety and social responsibility, we are now limiting the hosting of and participation in all “large scale” events and activities, internally or externally. This includes:
 - Resident excursions on the Waters branded buses to large venues, like theatres, expo’s, etc.; these are being postponed or cancelled and may be rescheduled at another future date. This includes trips to Walmart, Target, grocery stores, etc. Please contact your community Executive Director to discuss alternative arrangements.
 - Any resident or potential resident events in partnership with other external organizations; these are being temporarily postponed or cancelled.

Note: *Our Residents are being encouraged to thoughtfully evaluate where they elect to go and what activities they choose to participate in.*

- **REMINDING RESIDENTS AND TEAM MEMBERS WHAT THEY CAN DO TO HELP PROTECT THEMSELVES** - To help minimize the probability of spreading or being exposed to the Coronavirus, residents and team members are being asked to follow CDC guidelines for standard hygiene practices to help mitigate Coronavirus risk. **These are:**
 - Wash your hands often with soap and water for a minimum of 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer.
 - Avoid touching your eyes, nose and mouth with unwashed hands.
 - Avoid close contact with other people who are sick.
 - Stay home (or in your apartment) when you are sick.

- Cover your cough or sneeze with a tissue, then throw the tissue away, and wash your hands again.
- Frequently clean and disinfect touched objects and surfaces.
- **LIMITED INSIDE RESIDENT PROGRAMMING ACTIVITIES** – As an extra precaution, large group on-site activities will be limited. We understand, of course, that dining experiences will need to continue for now. Also, smaller group on-site activities like “Rise ‘n Thrive” will continue, with added precautions.
- **SCREENING THE WATERS TEAM MEMBERS** – The same screening protocols being applied to anyone who enters our communities is also being applied to The Waters Team Members upon their arrival.

Please know that The Waters Corporate Emergency Preparedness Leadership Team is monitoring this public health concern daily. These measures are implemented out of an abundance of caution, and based on CDC recommendations, to ensure the safety and wellbeing of anyone who lives in, works at, or visits one of our communities.

WE INVITE YOU TO VISIT THE WATERS SENIOR LIVING WEB SITE FOR ONGOING UPDATES.

<https://www.thewatersseniorliving.com/>



Should you have any specific questions or concerns, please submit these by emailing to: COVID-19@thewaters.com or feel welcome to contact the Executive Director.

Thank you.