

IMPORTANT: Coronavirus (COVID-19) Update – April 20, 2020**To: Our Waters of Wexford - Residents and Their Family Members**

At The Waters Senior Living, we pride ourselves on keeping our residents and family members informed. Especially right now, during this COVID-19 pandemic, we want to ensure that you are well informed about what The Waters is doing to ensure the safety, health and wellbeing of everyone who lives in or works at one of our 11 communities.

We are so happy that, today, our Wexford community continues to be “COVID-free”; that said, we are also very aware that our Wexford community is in a market area that has many other senior living communities around it who have multiple cases of COVID-19. It is for this reason, that we’d like to give you a confidence that we are prepared with specific protocols in place and that, because of COVID-related situations in a couple of our other communities, we now have experience in properly managing resident or staff member COVID-related situations.

IF circumstances ever changed in our Wexford community, we hope the following information helps you better understand the measures we have in place to keep you and/or your loved ones safe and healthy, as possible.

Sincerely,

Heidi Elliott

VP of Operations

The Waters Senior Living

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The Waters Leadership Response to the COVID-19 Exposures

When it became apparent that COVID-19 had made its way to America, leadership at The Waters, a national owner and operator of senior living communities in Pennsylvania, Minnesota and Wisconsin, sprang into action. The goal in mind, to stay ahead of the curve.

By March 3, before the Pennsylvania Department of Health confirmed the state's first case of COVID-19, The Waters had already put its own proactive COVID-19 plan into place to reduce the likelihood of any spread of the virus. Protocols had been pre-determined and staff at all 11 of the company's operating communities trained on what to do if a case was diagnosed in the community. Efforts to educate residents on daily hygiene and environmental safety practices were also underway. Posters reminding people to practice good hygiene had been put up in all the communities, and common areas and "high touch points" were being disinfected multiple times per day.

Where We Have Been - Implementation Timeline of Precautionary Measures

On March 12 - The Waters began screening visitors, limiting large-scale community events, and either postponing or cancelling planned offsite excursions.

On March 16 - The Waters began further limiting and screening visitors based upon guidance from the Centers for Disease Control (CDC) and the PA, MN and WI Departments of Health (MDH).

On March 18 - "In room" delivery of all meals began, rather than being served in the community restaurants.

On March 23 - The mandatory, expanded "I'm Okay" checks (COVID symptoms screen) began at the Edina, MN community, where the first COVID-19 positive case occurred.

Since March 24 - Residents have been "staying at home" (PA), "sheltering in place" (MN), "safer at home" (WI), and the only people being allowed into the communities are staff members and "business and medically essential" personnel, whose temperatures are taken daily when they arrive for work.

On March 27 - The expanded "I'm Okay" checks became the standard practice across all 11 communities.

On April 3 - The Waters began requiring universal masking for all team members.

“This series of dates for intentional implementation of new precautionary measures, reflects the pace at which things were changing and we were quick to respond accordingly,” says Heidi Elliott, Vice President of Operations. “We followed the guidance for skilled nursing facilities in implementing necessary infection control measures. We were consistently proactive and made the appropriate changes long before we were required to, even though we were not mandated under the same timelines for implementation that skilled nursing facilities were under,” says Elliott.

Understanding the Number of Reported Cases

The safety precautions taken, and protocols in place, have successfully prevented COVID-19 exposures at the majority of The Waters’ eleven communities, a fact that can easily get lost among ever-changing daily news. We are pleased to report that The Waters of Wexford continues to be one of our “COVID-free” communities. As a portfolio, the number of cases actually changes daily, due to a number of factors. “We have residents who tested COVID-positive who have been to the hospital and have recovered and come back; others have been in isolation and have recovered in place; and some, especially those on Hospice care who are more vulnerable, have passed away, a reality in senior living,” says Elliott.

“Given what has occurred across the country and especially in congregate settings, we knew it was possible that, despite all of our infection control measures, an exposure might occur,” Elliott said. The Waters first exposure was in the Edina, MN community. The Departments of Health in each state help determine how the exposures began. What is known, is the majority of the exposures have been in residents who have underlying conditions and/or on Hospice, whose immune systems are already quite vulnerable.

Where We Are Now – COVID Cases and Recovery

At this time, The Waters as a portfolio has six COVID-positive residents who are recovering either in a Waters community or in the hospital. *It’s important to know that there are now residents who are in the process of recovering or have recovered already, from COVID-19.* “The ‘recovery story’ is something not enough people are talking about,” says Elliott.

“The health and wellbeing of our residents and team members is our number one priority at The Waters. We have the strictest of guidelines and protocols in place as guided by the PA, MN, and WI Departments of Health and CDC to minimize community spread,” said Elliott.

Questions and How to Stay Informed

As always, if you have any questions that you’d like to discuss, please feel welcome to contact Heidi Elliott directly at 612-310-1194 or email her at helliott@TheWaters.com

You are also invited to visit THE WATERS SENIOR LIVING WEB SITE to stay informed at <https://www.thewatersseniorliving.com/>

We thank you for choosing The Waters Senior Living as your home.