



April 17, 2020

Caslen Living Centers is committed to protecting our residents and staff during this time, and we will continue to take all necessary precautions with their health and safety in mind. We are closely monitoring the COVID-19 situation and we are implementing recommendations according to our local health agencies and CDC guidelines. We are continuously evaluating our procedures and adjusting them accordingly. Please know that this is a fluid situation and the procedures can change at any given time. The owners, as well as management and staff are working diligently to keep our communities safe and to mitigate the transmission of COVID-19. We appreciate your adherence to our no visitation policy at this time, as this is to preserve the health of our elder residents that could be most severely impacted by this virus. Below is a list that includes some of the added protocols and precautionary measures we are currently taking.

- Visitor Protocols
  - We have suspended non-essential visitors into the facilities.
  - Essential employees and visitors will have their temperature taken upon arrival and will be required to wear masks when within six feet of residents and other essential visitors.
  - Masks are currently optional for residents unless they are showing signs of an illness. If a resident is showing signs of an illness they are restricted to their rooms.
  - Medical Personnel (health care providers including hospice and physical therapy) as well as end-of-life situations are an exception. However, there will be restrictions.
  - We highly encourage tele-communicating and are more than willing to help facilitate and set this up for you and your loved one. Window or social distancing appropriate visits could possibly be scheduled. Please contact the facility manager to see if they are available and if so, schedule a time.

- Vendors who provide essential services (pharmacy, food, supplies, maintenance) may be allowed depending on the circumstances with restriction. Although we prefer that the deliveries be left outside the building whenever possible.
- Other exceptions with restrictions can be made due to extenuating circumstances.
- Additional Resident & Employee Protocols
  - We are thoroughly monitoring the health of our residents and temperatures are taken daily.
  - Those with colds or mild fevers should stay in their rooms.
  - We know our residents well and are very watchful of any new symptoms that are cause for concern.
  - Resident departures from the facility that are not medically necessary will be subject to a 14-day quarantine upon return.
  - Residents have been asked not to leave the facility except for doctor's appointments. We encourage doctors to communicate by phone or teleconference if possible.
  - Resident outings are extremely limited and will not include any community contact.
  - Currently, we are not able to accept new residents into our facilities. We feel this is the safest choice for our residents and staff.
  - Signage has been posted in high traffic areas promoting preventative measures.
  - Employees have been encouraged to only travel from home to work except for trips to the grocery store and necessities.
  - If employees are sick, they are to stay home.
  - Employees must wash their hands for at least 20 seconds on a regular basis. Employees may also use an alcohol-based hand sanitizer that contains at least 60% alcohol, if soap and water is not available.
  - Our cleaning practices have been amplified increasing the frequency of disinfecting surfaces and objects that are regularly touched such as, but not limited to, doorknobs, light switches, countertops, toilet handles, faucets, handrails, chairs, and tables.
  - We have conducted mandatory training for all team members on infection control. While stressing the importance of sanitization.
  - We have ordered extra inventory of disinfectant and related cleaning supplies.
  - We have ordered additional Personal Protective Equipment (PPE).

Our strict adherence to these protocols will enable us to quickly react to any early warning, identify the exposure precisely, and address it immediately. The health and well-being of residents and employees is our number one priority. Any disregard for these policies and procedures could result in a 14-day quarantine and up to possible eviction. This is a serious virus and every precaution possible needs to be taken to protect our residents and staff. If at any time you have concerns or questions, reach out to us.

Please join us in praying for our country and our medical professionals as they work tirelessly to combat this virus and find a cure.

Sincerely,

Caslen Living Centers, Inc.

Possible Screening Questions: Essential Visitors MUST be able to answer No the following Questions.

Have you been diagnosed with or exposed to anyone with COVID-19?

Do you have reason to believe that you, someone in your household or someone you have close contact with has been exposed to COVID-19?

Have you or anyone in your household traveled through any airports and/or cruise ships in the last 14 days?

Have you or anyone in your household traveled out of the state in the last 14 days?

Do you currently have any of the following symptoms: fever, cough, sore throat and/or shortness of breath?