



Updated March 16, 2020

Dear Residents and Family Members,

Since my last update to you a couple of new recommendations have been initiated by both Kate Brown, Governor of Oregon, and Jay Inslee, Governor of Washington. In addition, CMS (Centers for Medicare and Medicaid Service) has also added new recommendations.

Both Governors have closed schools, statewide, for the next several weeks. This adds an additional challenge on our workers who have school age children. Our local community teams, supported by our company Operations team, are meeting the challenge of being sure we are staffed according to the needs of the residents we serve. Our teams at the community level are doing a fantastic job!

The other recommendation, by CMS, which we are following, is modifying our communal dining programs to allow for social distancing. Let me explain. Many of our residents are ok to have their meals delivered to their room, thus reducing the potential for community transmission. Others of our residents are at risk for choking and need to be monitored during mealtimes. We are bringing these residents to the dining room and using the six-foot social distancing recommendation to allow our team members to monitor the residents and practice good infection control.

Our residents and team members health and safety continue to be our highest priority. Our teams are working every day to ensure we are protecting our most vulnerable older adults. I am proud of the work they are doing in a most difficult time.

If you have any questions, I am happy to visit with you. You can reach me at dhenderson@ccliving.com or by my mobile telephone at (360) 241-1068.

David Henderson, CEO
Concepts in Community Living, Inc.

Updated March 11, 2020

Dear Residents and Family Members,



Upon CDC's most recent guidance and directives from Oregon Department of Human Services and Washington's Department of Health, we are, effective immediately, restricting all non-essential visitors to our communities. As you know, COVID-19 is extremely dangerous for our elderly residents. Many populations outside of the elderly do not show any symptoms but are able to transmit the virus to others. The risk of entering the community is large enough, that we are asking all non-essential visitors not to enter.

We understand how hard it is to be away from loved ones and appreciate your support and patience during this time with these cautionary measures. We are happy to help facilitate alternative modes of communication such as phone, Facetime, e-mail, or Skype so that you may connect with your loved one.

Our staff will also be screening all essential visitors and staff prior to entry. Upon successful screening for symptoms, consideration of risk for contracting the illness, and critical need to visit, essential visitors will be required to wash hands, log-in to visitor log, limit movement in the community, limit surfaces touched, may be required to wear personal protective equipment (such as gowns, facemasks, gloves) if appropriate, and limit physical contact with residents, maintaining 6 feet of distance.

Finally, we are also limiting group activities and rescheduling all larger community gatherings and events.

In addition to these visitor restrictions and essential visitor screening efforts, we are paying close attention to symptoms of respiratory illness in our residents and staff, implementing strategic daily disinfection procedures of high touch surfaces, and focusing on adequate supplies for hygiene, frequent disinfecting, and preventative cleaning. We have also raised a heightened staff awareness and diligence in calling out if they are ill and following handwashing and coughing and sneezing etiquette.

We continue to closely monitor developments through the Centers for Disease Control and Prevention <https://www.cdc.gov/coronavirus/2019-ncov/index.html> to be sure we have all practices in place to honor our tireless commitment to our resident and staff safety.



Thank you for your help in protecting our residents and preventing the spread of this virus throughout our community.

David Henderson, CEO
Concepts in Community Living, Inc.

March 2, 2020

Dear Residents and Family Members,

Like you, we are closely tracking the spread of coronavirus on the US West Coast. While the number of cases remains low, we want to update you on how we are exercising an abundance of caution to do everything possible to protect the safety and wellbeing of your loved one, and our staff.

Every day, we have several protocols active in our community to protect against the spread of infectious illnesses – especially during flu season. Given the risks associated with the coronavirus, we want you to know that we are being extra vigilant and have redoubled our efforts around safety, hygiene and particularly our infection control protocols. In all cases our protocols follow state regulations and the guidance from the CDC (Centers for Disease Control and Prevention).

Concepts in Community Living is implementing strategic daily disinfection procedures of high touch surfaces, and focusing on adequate supplies for hygiene, frequent disinfecting, and preventative cleaning. We have also raised a heightened staff awareness and diligence in all sanitary practices.

Our primary focus is on mitigating the risk of infection while also being prepared to implement a safe and comprehensive containment and protection plan in the event that any of our staff or residents were to become infected with the coronavirus.



Our emergency response plan is as follows:

- We have emergency preparedness supplies in all our communities including disposable and washable protective wear and approved cleaning agents for Covid-19.
- We also have disposable dishware and food to feed both residents and staff for an extended period. This emergency preparedness response allows residents and staff to stay safer in the community—particularly if an outbreak is active throughout the surrounding region.
- We have handwashing stations located throughout our community. Please make it a habit to use this prevention service routinely during your visit.

Finally, we are paying extra close attention to anyone with symptoms— whether that be residents, visitors, or staff. If any of our residents, visitors, or staff, exhibit any signs or flu-like symptoms, they will immediately be assessed for the appropriate medical response.

This is where we need *you* to join our team using an abundance of caution to proactively prevent exposure to our residents.

- If you have traveled outside of the United States within the past 30 days or have been in physical contact with anyone who has, please postpone your visit to the community until you speak to the Director.
- If you have any symptoms of illness, including coughing or sneezing, please also consider postponing your visit to the community. We are happy to help connect you to your loved one via phone, Facetime, or Skype. We understand how it's hard to be away from them if you are not well and appreciate your support in keeping everyone healthy.
- If you have signs or flu-like symptoms and you must make a visit to the community, we would ask for you wear a mask. Please check in at the front desk.

Please know that our Directors and staff will begin a more assertive role in screening visitors to the community. We ask for your patience as we ensure that we keep your loved one safe.



We continue to closely monitor developments through the Centers for Disease Control and Prevention to be sure we have all practices in place to honor our tireless commitment to our resident and staff safety.

David Henderson, CEO
Concepts in Community Living, Inc.