



## **CCL Management Update**

May 7, 2020

To our valued Residents, Families, and Staff:

We are pleased to share that we remain Covid-19 free in our Assisted Living, Residential Care, and Memory Care Communities. As our seniors are among the highest risk for contracting this disease, all restrictions and precautions to prevent the spread of Covid-19 in our communities, remain in full effect. Even as counties release their phased in plans for reopening, visitation in long term care communities will be among the very last restrictions to lift.

We realize that Mother's Day, Memorial Day, and nice weather are making our visitor restrictions even more difficult for everyone. However, for the continued safety of our residents, and in compliance with the federal, state and local guidelines, we will not be able to accommodate in-person visits and are continuing to strongly discourage our residents from leaving the community to visit loved ones, due to the risk of exposure and potential subsequent spread of the virus through our community.

You are encouraged to contact the Director or the Life Enrichment Coordinator at your community to schedule a time to connect virtually using Facetime, Google Hangouts, Skype or Zoom. You may wish to contact the Director to determine if a window visit or a drive-by visit could be facilitated. You are also welcome to drop off gifts or cards by the front door for retrieval by our staff. Our staff will properly disinfect and/or isolate the items prior to delivering to your loved one.

We wanted to let you know that we will be working with a full team of experts including case managers, discharge planners, licensing analysts, local public health officials and health departments, if one of our residents or staff is confirmed Covid-19 positive. We will be guided by a team from our local public health officials acting as the lead agency. They will help us with surveillance, testing, and shall maintain regular close contact with the Covid-19 positive individual and our staff. We also wanted to let you know that if a resident is confirmed Covid-19 positive, we will request that they remain in skilled care or acute care setting until two negative laboratory Covid-19 test results can be obtained.

We are actively planning ways to enhance our current services, our social connectedness, and expand our residents' choices while under the current heightened restrictions. At the same time, we are beginning to look at program adjustments that could be introduced once the spread of Covid-19 has decreased.

Please stay tuned to our websites for regular Covid-19 updates and as always please contact the Director at your community should you have any questions. In addition, any member of the CCL management team would be happy to answer your questions or hear your concerns. You may reach us at (503) 255-4647 or [info@ccliving.com](mailto:info@ccliving.com).

Thank you again for your help and understanding,

**The Management Team at Concepts in Community Living**



April 28, 2020

**To our Valued Employees, Residents, and Family Members,**

We are pleased to report that our CCL managed Assisted Living, Memory Care and Residential Care Communities remain Covid-free at this time. We owe a great deal of gratitude to our employees at all levels of the company, to our caring and considerate family members, and to our very understanding residents, for adhering to the many precautions and guidelines put in place over the past two months.

However, our continued diligence and adherence to the directives being issued for our long-term care communities, as put forth by the Center for Disease Control (CDC), CMS, state and local government, is required to safeguard the health and well-being of our residents and staff. As you know, our elderly residents are at the highest risk for complications and mortality from Coronavirus, and as such, we will be faced with heightened precautions and restrictions for quite some time to come.

As states begin to roll out their phased approaches to reopening and loosening restrictions, we are aware that our assisted living and residential care communities will continue to be held to a much higher precautionary standard. We respect and acknowledge how hard the continued restrictions on visitation will be. We want to be sure that you are finding acceptable, alternate ways of connecting with your loved ones. Please be sure to reach out to the Life Enrichment Coordinator to schedule virtual visits using Facetime, Skype or Zoom. You are also encouraged to send cards and letters, drop off care packages, call, or stop by for a window visit.

We also acknowledge how disruptive the restrictions on communal dining, outings, and group activities has been for our residents. At this time, we are devising measured and calculated ways in which we might be able to bring back additional opportunities for engagement and interaction while keeping our 6 feet of social distance, contingent on the release of state and local plans for the same.

Over the past weeks we've been able to boost PPE inventory at our communities thanks to the efforts of our Directors, the National Guard, CCL, and busy and dedicated community members. Our Directors have started to receive calls by our state licensing agency, performing their focused infection control surveys, and these have gone extremely well. We've had some local health departments proactively testing residents and staff regardless of symptoms, which we suspect we will see more of as testing becomes more readily accessible.

Please stay tuned to our websites for regular Covid-19 updates and, as always, please contact the Director at your community should you have any questions. In addition, any member of the CCL management team would be happy to answer your questions and hear your concerns. You may reach us at (503) 255-4647 or [info@ccliving.com](mailto:info@ccliving.com).

We could not keep our residents and employees safe without ***each and every one of you*** helping to make it happen.

Thank you,

CCL Management Team



April 14, 2020

To Our Valued Residents, Family, and Staff:

As we start to see early signs that our collective efforts are helping to slow the spread and helping to keep COVID-19 out of our communities, *now is not the time to let up*. Our continued adherence to our COVID-19 protocols are making a difference, and we will continue them until our state health departments direct us otherwise.

We are closely following the direction from the federal/state government to ensure we are taking the appropriate steps in screening for our essential visitors, screening for our residents and staff, placing limitations on essential visitors, prohibiting group gatherings and communal dining and ensuring 6 foot of social distance. Our staff are continuing to wear a face mask at all times while working on the floor. We are disinfecting commonly touched surfaces with increased frequency, both inside and outside each apartment. And among many other preventative measures, we've also brought in additional testing capabilities to help identify and isolate the virus.

I am sure that the added protocols mentioned above are stressful to everyone. The stories that we all see on the nightly news reminds us of how important these measures are for the continued safety of our residents and staff.

Thank you for your understanding and working with us to keep our residents and staff safe and healthy.

If you have questions or concerns, we encourage you to call or email your community Director. If you would like to connect virtually with your loved one, please contact the Life Enrichment Coordinator at your community to schedule.

Best,

David G. Henderson, CEO  
Concepts in Community Living

COVID-19 Online Resources:

[www.doh.wa.gov/Emergencies/Coronavirus](http://www.doh.wa.gov/Emergencies/Coronavirus) Washington

<https://govstatus.egov.com/OR-OHA-COVID-19> Oregon

[www.cdc.gov/coronavirus/2019-ncov/covid-data](http://www.cdc.gov/coronavirus/2019-ncov/covid-data) CDC



April 8, 2020

To Our Valued Residents, Families, and Staff:

There is a new protocol I need to advise you of this week. With the revised CDC (Centers for Disease Control), guidance, if you are coming into the community for an approved essential visit, you must wear a mask before entering the community. This is for your safety. All of our staff have started this protocol as well.

You are welcome to wear homemade masks. Below is a link to the CDC information on how to make and wear a mask.

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>

Another new item for this week is our contract with a private laboratory to provide us with COVID-19 test kits. This is important for us to be able to augment available local and state testing and offer more broad-based testing should this level of testing become necessary.

Some of you have asked how to drop off items for your family member. Please call and notify us if you are planning to drop something off. Place the items in a paper bag, with the resident's name on the bag, and leave the items inside the foyer doors of the community. The staff will later retrieve and disinfect the items prior to delivering them to your family member. We appreciate your understanding of this effort.

We are thankful to our families and friends for understanding the changes we needed to impose to keep everyone, residents and staff, safe and healthy. We are thankful to our residents for accepting the changes in the usual Life Enrichment Programs, the dining experience, and most important, the visitor limitations. We are thankful to our staff, who have come to work every day in the most challenging of times, to care for our residents. These combined efforts have made all the difference.

## In Other News...

We have created a new Facebook Group called **My CCL Resource Group**, designed to provide helpful information and resources contributing to the well-being of CCL employees working in our assisted living, memory care and residential care communities. If you have a Facebook account, just search on the group name and request to join.

And finally, this past week, we began a staff recognition campaign called **Heroes Work Here**. I could not agree more! Heroes do work here, at every one of our communities. We are finding new and creative ways to share our appreciation with our staff, and we know many of you, would like to do the same. In addition to your cards or letters, if you would like to make a *voluntary monetary donation* to our Employee Social Fund, via a check made payable to the community name, with "Employee Social Fund" in the memo field, staff will collectively decide how best to use these funds to honor the heroic efforts of their entire care team.

I am thankful for our Heroes' commitment and it is truly a privilege to work with our dedicated team members. HEROES DO WORK HERE!

David Henderson, CEO  
Concepts in Community Living



March 31, 2020

To our Valued Residents, Families, and Staff:

Thank you so very much for working within the restrictions and protocol we've put in place to protect our residents and staff. The health and safety of our resident and staff continue to be our highest priority. Your continued understanding and cooperation with our visitation restrictions, symptom screening protocol, and social distancing requirements is a critical component of our emergency plan and is much appreciated. As of today, we have only had one individual test positive for COVID-19. The tenant resides in one of our independent living communities located in Salem, Oregon. We notified the proper authorities and the resident is following guidance provided by the local health authority and is cooperating with a 14-day quarantine in their private apartment.

#### **In Other News...**

Do we have your most current email address? If it has been more than three months since you last provided your email, we encourage you to send an email to the Director, with your current email address and phone number, so that we are able to provide timely notification when needed. In this time of uncertainty, it is normal for residents, families, and staff, to feel stressed, overwhelmed, or anxious. The Centers for Disease Control (CDC) has opened a help line to provide support to anyone. The number is 800-985-5990 or you can text "talkwithus" to 66746. You can also go to their website. [www.samhsa.gov/find-help/disaster-distress-helpline](http://www.samhsa.gov/find-help/disaster-distress-helpline).

If you have questions about your own health condition, Apple has worked with the CDC, FEMA and The White House to create a symptom screening app which you can download at the Apple App Store <https://www.apple.com/covid19>. It will help you analyze your own health condition and provide guidance on what next steps to take.

We continue to encourage you to reach out to your loved ones. Call, send letters, use social media, or video call using FaceTime, Skype, Google Hangouts or Zoom. Our Life Enrichment Coordinator will work with you to set up a virtual meeting with your loved one. Have you tried the message sharing program? You can send a message to your family member, our staff, or the entire community, not to mention other residents and staff in long term care communities nationwide. You can find the message sharing website at [www.carenotcovid.com](http://www.carenotcovid.com).

I am sure you have seen the news reports on the shortages of Personal Protective Equipment (PPE). If you have any masks, particularly N95 masks, that you would be willing to donate, please contact the Director and let him/her know. We have been able to meet our needs so far; however, your donation would help us plan for an anticipated need in the near future. All donations are appreciated!

I am pleased to report that in our Prairie House community, in La Pine, Oregon, the *Crafty Crafters* resident club is making masks for the community. They are following an approved template, and the masks are used when a medical grade mask is not needed.

The picture on the right is resident, Ruth Lane working on the masks. Ruth is just one of the volunteers helping on this project. Thank you to the Crafty Crafters in La Pine! I am hearing similar reports from many of our other communities who are receiving handmade facemasks donated from citizens in our surrounding communities. It is a joy to hear of these collective efforts coming together to support the common good.

Again, thank you to everyone. Your commitment to our residents and staff is so appreciated.

*Together we will be ok!*

David Henderson, CEO  
Concepts in Community Living





March 24, 2020

To our Valued Residents, Families, and Staff,

I want to thank all of you for your continued understanding and patience during this very difficult time. All of our residents and staff appreciate the sacrifice loved ones are making by adjusting to our temporary visitation rules. The health and safety of our residents and staff are our highest priority. At this time, we do not have any confirmed cases of COVID-19 in our communities. However, despite all cautionary measures we are taking, realistically, given the widespread nature of this virus, we can't overlook the possibility, and are prepared to manage a confirmed case when faced with this scenario.

In addition to visitor restrictions, we are also collaborating with our outside health care practitioners, such as therapists and home health nurses, and consulting with our residents' medical providers, to determine what outside services are essential and which may be postponed. We are performing active symptom screening of all residents daily, and all staff prior to beginning each shift. We continue to double up on our infection control efforts and are adhering to the 6-foot social distancing requirements in place.

We are thankful for our creative Life Enrichment Coordinators who have been creating engaging and clever new ways for our residents to socialize and exercise. We hope you are following your community's Facebook page to see some of our residents in action. You can help to brighten our residents' day, and those of assisted living residents nationwide, by sending an uplifting video or photo message at [www.carenotcovid.com](http://www.carenotcovid.com). Our residents and staff, and those across the nation, will appreciate your kind words, during this tough time.

Additional ways you can help:

- 1 You no doubt have heard all the news coverage regarding the shortage of Personal Protective Equipment (PPE). Like all involved in the health care system nationwide, we may be challenged with finding PPE. At this time, we have been able to meet the needs. That said, we have heard the warnings

and anticipate challenges, in securing additional supplies, the longer we are faced with this virus. If you have extra facemasks at home that you would be willing to donate for your loved one's use, or as needed for others in our community, we would be grateful for the donation.

- 2 As our shopping outings have diminished, consider dropping off a goodie box for your loved one and include a card, some favorite snacks, magazines, puzzles, or hobby supplies, our staff would be happy to retrieve them from you.
- 3 Call ahead, ask to speak with our Life Enrichment Coordinator, to schedule a time for our staff to assist your loved one to virtually connect with you, using a computer, tablet or iPad.

I do have some great news for our Oregon communities. With the closure of schools, many of our staff are having child care challenges. Governor Brown signed a proclamation allowing state funding to continue to schools *IF* they provide childcare for health care workers in their community. This is terrific news and eases the burden of our staff being able to work and know their children are cared for. We hope to learn more about the coordination of this and will ensure our staff get information on this.

If I can assist you in anyway do not hesitate to contact me at [Dhenderson@ccliving.com](mailto:Dhenderson@ccliving.com) or (360) 241-0168.

David Henderson, CEO  
Concepts in Community Living



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](mailto:dhenderson@ccliving.com) or by my mobile telephone at (360) 241-1068.

David Henderson, CEO  
Concepts in Community Living, Inc.

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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.

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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.