



Independent Living | Assisted Living | Dementia Support

To Our Residents and Family Members:

We know some of you may be concerned about the spread of COVID-19 (the novel coronavirus) being reported in the media and how it may impact the various residential communities of Capri Senior Communities. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. Currently, we don't have any cases of COVID-19 in any of our communities.

The Centers for Disease Control and Prevention (CDC) has recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. We are taking proactive steps, according to their guidelines, in preventing COVID-19. Specifically, for the foreseeable future we are:

- Proactively communicating with staff and residents regarding precautions they should take to protect themselves and the community.
- Asking staff members to consider taking extra precautions in their personal lives given the vulnerability of the residents we serve. This includes, among other things, staying at home and avoiding large groups of people as much as possible.
- Continuing our protocol to maintain a clean environment to help reduce the spread of germs; we also have increased the frequency of surface cleaning in common areas.
- Continuing to follow our existing policies and procedures related to preventing the spread of communicable disease among residents and staff.
- Asking family to be sure they are healthy and follow CDC recommendations before visiting our community to ensure each resident's well-being and care.
- Asking all residents and staff to report upper respiratory symptoms (including fever, cough, and shortness of breath) or other signs of illness. We will ask any resident or employee with these symptoms to speak with their doctor, if they haven't already.
- Rescheduling events that would put large groups of people together.
- Eliminating any "buffet" type meal services.
- Eliminating "non-essential" visitors such as paid entertainers, priests, pastors, volunteers, etc.
- Allowing Hospice and Home Healthcare to continue services.

We are asking for your help in preventing the spread of COVID-19. Below are some examples of how you can help protect our residents.

- Please do not visit our community if you have any symptoms of respiratory illness. Those symptoms include cough, fever, sore throat, runny nose, and/or shortness of breath. We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text, or through Skype or Facebook.
- Please do not visit our community if you have traveled to any of the geographic areas with widespread community transmission of coronavirus or have recently been on a cruise.

We are confident that being proactive versus reactive is in the best interest of our residents. We are following the recommendations of the CDC on prevention steps, including following handwashing procedures, and in some circumstances, wearing gowns and gloves when interacting with residents who may be sick. We also are staying very focused on CDC recommendations as they are updated. In addition, Capri's leadership team is in close contact with local and state health departments and is following their guidance. We are posting signs on our entryway doors to notify visitors of the symptoms of COVID-19 and request that you not enter the building if you are experiencing these symptoms.

If a case of COVID-19 were to arise in your community, all residents will be updated with information and a move-ahead plan. Should you have any questions, please feel free to contact your on-site Executive Director.

For additional information, please visit the CDC's coronavirus disease [information page](https://www.cdc.gov/coronavirus/2019-ncov/index.html) at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Sincerely,

A handwritten signature in black ink that reads "Geri Krupp-Gordon". The signature is written in a cursive, flowing style.

Geri Krupp-Gordon  
Chief Operating Officer  
Capri Senior Communities