



May 8, 2020

Dear Elmcroft of La Mesa Residents, Family and Friends,

Greetings. We continue to send prayers and positive thoughts to everyone – for full and speedy recoveries for those who have been affected by COVID-19, and for continued good health for those not impacted by the virus. The status of our community is reflected in the content below.

Our top priority remains the health and wellbeing of those who live and work at Elmcroft of La Mesa. We have been, and continue to diligently execute quarantine protocols, monitor for COVID-19 symptoms every shift, and take quick action when symptoms are exhibited. With that said, we have no new confirmed cases of COVID-19 to report to you today, and no residents or associates are exhibiting symptoms of COVID-19 at this time. Our quarantine is still currently set to run through Sunday, May 10.

As a reminder, at the end of our quarantine period, another deep clean of the community will be done, and many restrictions will remain in place. It won't be back to business as usual quite yet, but residents will be able to socialize outside of their rooms, while maintaining appropriate physical distancing. As with all of our protocols, we will follow guidelines set forth by the state of California and the Centers for Disease Control and Prevention (CDC) when we end our quarantine period. We know you are anxious to see your loved ones; however, these restrictions are put in place according to the expert guidance of the CDC and for the safeguarding of the residents' health.

As a reminder, we follow the guidelines outlined by the CDC and the state of California for infection prevention and control. Elmcroft of La Mesa diligently maintains our infection control policies and procedures, and those have been reinforced with our residents and associates. As a reminder, the following protocols remain in place:

- All visitation is suspended, but virtual visits are encouraged
- All group activities are suspended
- All residents must remain in their rooms
- All meals are served to residents in their rooms with disposable dinnerware
- All residents are being actively monitored for signs and symptoms of COVID-19
- Temperatures are taken and recorded for all residents each shift
- Temperatures are taken and recorded for all associates prior to beginning each shift
- A third-party specialty cleaner completed a deep sanitization of the community on 3/28, 4/8, 4/17-4/18, and 4/24-4/25
- Residents are segregated by those who are symptomatic/COVID-19 positive and those who are healthy; staff are also separated accordingly – by those working with symptomatic/COVID-19



positive residents, and those working with healthy residents. This is in accordance with public health department recommendations.

- All associates continue to follow public health recommendations to reduce the risk of spreading COVID-19. These include strict handwashing procedures, wearing masks and gloves, and when interacting with residents who are symptomatic, wearing gown and goggles
- Deliveries have been modified, such that vendors do not enter the community
- A quarantine notice sign is posted on the front door of the community

We are ready and excited about our upcoming Mother's Day celebrations! The window visits between residents and their loved ones should be a highlight. You are also still welcome to drop-off Mother's Day gifts for your loved one in the box outside the front door of the community, and we will be more than happy to deliver them for you. You can also contact us to set-up a virtual visit with a resident. Our community has tablets for this purpose, and our staff are happy to facilitate these video chats.

To our residents' families, thank you so much for your continued patience throughout this quarantine, and we wish you a happy Mother's Day! With quarantine currently scheduled to be over by Monday morning, things will slowly start changing. But it's going to take time. It needs to be done cautiously. We will progress slowly in order to ensure a safe and healthy environment for all of our residents, so we do ask for your continued patience. We will continue working with the Public Health Department throughout the transition, being certain we follow their recommendations, and making sure you know what to expect.

You can count on us to continue providing the compassionate, excellent service to our residents that they deserve and have come to expect. We are so proud and appreciative of our dedicated staff who provide compassionate care every day. Please know that we will continue providing status updates regarding Elmcroft of La Mesa. Feel free to call us if you have questions that have not been addressed. We would be happy to talk with you.