

April 14, 2020

Dear Residents, Team Members, Family and Friends;

We are committed as always to full transparency and compliance with the latest COVID-19 guidelines and recommendations from the CDC, state and local governing authorities as well as best practices that will keep residents and team members safe and in good health.

Below are additional protocols as well as reminders from previous protocols that have been enacted. We extend our most sincere appreciation to our team members for their continued commitment and effort in caring for residents and each other during this difficult time.

Updated Protocol:

- **Reminder: All community team members are to wear CE or Surgical face masks at all times**
 - N95s and KN95 masks are worn only when caring for a resident who is positive for COVID19 or if a resident is having COVID19 symptoms and receiving nebulizer treatments. All other parameters for wearing a N95 or KN95 mask must be discussed with the COVID19 response team.
 - Refer to the attached FIT Test Procedures to use when team members require using a N95 or KN95 mask. A FIT Test must be performed prior to use and is performed annually and with any significant physical change in the team member wearing the mask.
- Move Ins:
 - Residents are not permitted to move into a Valeo neighborhood or into an all-Valeo memory care community until further notice. This includes resident transfers unless previously discussed with the COVID response team.
- Essential Worker vs. non-essential workers.
 - Only essential workers, other than community team members working their scheduled shift, are permitted into the community. Essential workers include hospice crisis care healthcare staff, skilled nursing services that cannot be provided by the licensed nurse in the community, and private duty caregivers who provide 1:1 care to residents due to behavioral or cognitive support needs. All ADL care needs, even if formerly provided by a private caregiver or companion, are now to be provided by the community team members. Any exception to this needs to be reviewed by the COVID response team.
- Deliveries
 - All deliveries are to be placed and left inside of a bin or cart outside of the community main entrance. All delivery packages must be disinfected prior to being carried into the community
- Community common areas

- All common areas are closed and not to be used by any residents or team members.
- Morning Stand up Department head Meeting
 - Meet in a location in the community that will allow all department head team members to maintain social distancing of 6 feet apart during morning stand up.
- Cleaning Protocols
 - Each community must implement a daily cleaning protocol that includes cleaning multiple common areas and high touch areas of the community on a schedule each day.
 - Please refer to the attached Cleaning and Housekeeping Protocol also found in Solvere.info
- Isolation Protocols
 - Resident who have been on isolation for 14 days may be removed from isolation if:
 - They are no longer exhibiting symptoms
 - They have not had a fever and they have not used fever reducing agents for 72 hours prior to being taken of isolation
- First Floor Windows
 - Ensure first floor resident apartment windows and common area windows are secured and unable to be opened from the outside
 - Be sure to follow all state mandated window height requirements particularly in Valeo when securing the windows to ensure this height restriction is maintained/
- Postings:
 - Located on Solvere.info is an elevator sign for each community limiting the number of individuals to ride the elevator at one time. This is in an effort to reinforce social distancing parameters. Please be sure to post at the elevators in your community
- Daily Logs
 - Reminder: All daily logs are due by 12pm ET and reflect the previous days logs.
 - Additional screening questions will be added to the resident screening logs. Updated resident and individual screening logs to follow.