



Effective: March 14, 2020

Dear Residents, Resident Families, Guests/Visitors, Vendors and Staff,

Each of us at Veritas values the health and well-being of you, your loved ones, and our staff. We are holding to our core values and philosophy of care, passion and respect; therefore, as of midnight today in addition to any new regulations or directives from the appropriate state-specific agency and/or Centers for Disease Control (CDC), we implemented additional procedures in each of our 21 communities to help reduce chances of the spread of COVID-19 (Coronavirus). These procedures are mandatory and will remain effective until further notice.

As you probably have heard the coronavirus is much more contagious than the flu. It is spread via small droplets from the nose or mouth when an infected individual coughs or sneezes. These droplets may land on objects and surfaces, and others can contract the virus by touching the objects or surfaces then with their hand touching their eyes, nose or mouth.

Reportedly, the threat to those under 60 with no underlying conditions seems to be low and the threat declines the younger you are; however, those folks can be symptom free and be carriers of the virus. Most of our residents are above 60 years old and have a weakened immune system, diabetes, heart disease, pulmonary disease, etc. putting them in greater danger of contracting the virus.

While living in a congregate living community such as independent living (ILF), assisted living (ALF), and memory care (MC) has many advantages for quality of life, it can have a potential disadvantage if the virus is introduced into the community. The virus can spread more quickly among people who are more at risk.

To help reduce the risk of contracting the virus, the following procedures became effective at midnight tonight (March 13, 2020):

- Visiting hours are changed to 10am to Noon and 3pm to 5pm.
- All residents will receive a temperature test on each shift.
- All external community group events are suspended.



- All individuals entering the community will be held at the community's front desk (each time they arrive) until they complete a pre-screening which includes confirmation if they have been out of the country in 2020, on a cruise in 2020, been exposed (possible carrier), compliance with the community's visitor/guest check-in/check-out system and have their temperature tested. This includes all:
 - Residents,
 - Resident family and guests,
 - Individuals seeking admission/re-admission,
 - Third-party healthcare providers,
 - Vendors,
 - Staff.
- Anyone seeking access to the community with symptoms, known to be exposed, and/or refuses to have their temperature checked will be denied access to the community. Such individuals will be directed to seek medical testing for the virus.
- No external marketing/sales representatives are allowed in the community until further notice.
- Veritas Staff:
 - Will post signage and updates.
 - Will assure "hand-touchable" surfaces are clean and sanitized.
 - Will be re-trained and updated on infection control procedures.
 - Business travel must be pre-approved on a case-by-case basis.

Further instructions and/or exceptions to your specific community will be given to you by the Executive Director as we move forward. Thank you in advance for your cooperation and support as we attempt to protect our most precious commodities, our residents, resident families, and staff.

Feel free to use the following federal government link:

<https://tools.cdc.gov/medialibrary/index.aspx#/microsite/id403323>