

COLAVRIA

H O S P I T A L I T Y

May 4, 2020

Dear Friends and Families,

At the beginning of another week of battling the COVID-19 virus, I must once again say how proud I am of the staff at all of our communities. They have continued to be steadfast in their commitment to those we serve.

At the present time we do have a total of 9 positive cases in 2 of our 4 communities. Our first resident who tested positive was sent to the hospital two weeks ago and returned to us on Friday. While we expect our new positive cases to increase with time, we also expect others to recover from their illnesses. As of Wednesday, last week there were approximately 145 outbreaks at senior living environments. The State of Colorado is tracking all data and can be found at this link: <https://covid19.colorado.gov/data/case-data>.

We understand how unsettling it is to not be able to be with your loved one during this time. We hope getting regular updates about the status in our communities helps put your mind at ease. In addition to regular updates on our web sites and Facebook pages, each community has a recorded phone message line with up to date information on each building's COVID status.

WestLake message line: 303.656.4390

The Rehabilitation Center at Sandalwood message line: 303.656.4290

Saint Paul Health Center message line: 303.656.4190

Gardens on Quail message line: 303.334.0914

I know many of you have questions and I thought answering some common ones may be good for everyone to hear.

Q: Does your staff have all the needed Personal Protective Equipment (PPE) to stay safe and help prevent the spread of the virus?

A: Yes, we have sourced the needed equipment and supplies and have the ability to move resources where most appropriate should a greater need arise in one of our communities

Q: Do you have enough staff to take care of all the residents?

A: Yes, we do have enough staff to take care of our residents. We began hiring additional staff in early March in anticipation of the additional workload brought on by the demands of dealing with the virus.

Q: How will I know if my loved one is experiencing signs and symptoms of the virus and if so, what will happen?

A: Every resident is screened 3 times a day for signs and symptoms of the virus. Should a resident experience a new onset of sign and symptoms, the responsible parties will be notified and additional isolation precautions are taken to ensure their well-being.

We also continue to take the following measures:

- We are working hand in hand with local County and State Health Departments and following their guidance.
- Each community has been through at least one inspection by the State Health Department to ensure we are maintaining mandated infection control standards
- Our Medical Directors are very involved with our decision making and plans of care and we are following their guidance.
- We have implemented isolation precautions for residents who have tested positive or are suspected to be positive and their roommates.
- All staff are wearing surgical masks 100% of the time.
- Additional measures for isolation include donning and doffing gowns, KN-95 or N-95 masks and eye protection prior to and after entering an infected person's room.
- We are providing ongoing education and oversight for our staff on proper infection control procedures.
- We are frequently cleaning all high touch surfaces including light switches, handrails, doorknobs, TV controls etc.
- Whenever possible we are keeping the same staff working with those residents who are infected in order to limit additional exposure.

We understand you may have more questions and have set up the email address: covidquestions@colavria.com . Please make sure to provide your contact information so we can more easily respond. We will try and respond to all questions within 24 hours. You may also directly email or call the NHA at each of our communities.

All my best to you and your families,

Mark

P.S. Don't forget to visit our community Facebook pages for all the happenings in our communities and additional information