

**TO: Family/Friends/Visitors of Cathedral Square Assisted Living and Memory Care at Allen Brook Residents**

**RE: Coronavirus/COVID-19 Update**

**Date: March 18, 2020**

We hope that this updated communication regarding operations at our Assisted Living communities finds you well. At this time, we do not have any current cases of the coronavirus/COVID-19 at either of our communities and our residents, while missing all of you, are doing well.

We would also like to thank all of you for the incredible support and appreciation that you have bestowed upon us during this unbelievably difficult time. This situation in our state, country and world has been changing rapidly in the last week and the cooperation and communication we have received from residents, family and friends have helped to keep Cathedral Square head of the curve.

Given that the situation in Vermont has changed, we find ourselves in a position of making some more critical decisions to keep our residents safe. With the direction of the Vermont Department of Health and the Department of Aging and Independent Living, we are making the following changes effective immediately:

- We are continuing to prohibit all visitors to the Assisted Living communities with the exception of all essential staff, which includes Hospice and Wound Care services. ***If you need to drop off supplies to your loved one, PLEASE call the staff and ask them to come pick it up! We are encouraging residents not to go to the doors to pick up supplies.***
- **We are asking that all residents remain in their apartments.** All meals will be delivered to their apartment and staff will connect with them to ensure that they have support with activities that they can do in their apartment and options for communication with friends and family. This is including, but not limited to, writing letters, making phone calls, using Skype, FaceTime and Zoom. If you would like to connect with your family member via one of these channels, please call staff and let them know!
- In addition to assistance with regular care, staff will be checking vital signs of every resident daily, including temperature and oxygen level.

We also recognize that with restriction of visitors and isolation, our residents are in a secure and safe environment. Our most challenging variable now is the transition of staff who come in from outside the community. In order to take the highest amount of precaution, staff are to do the following:

- Wash their hands as frequently as possible throughout the course of their day and avoid all unnecessary exposure to community places when not at work, such as restaurants, stores, social visits.
- Take their temperature before coming to work. Anyone with a temperature or symptoms of concern will not be permitted to come to work.
- Shower and change into clean clothes before coming to work. If they are coming to work from another place, we are asking that they bring a change of clothing and shower in our community prior to coming on shift.
- Take care of themselves! This is an incredibly stressful time and we are encouraging all residents, staff and all of you to spend at least 30 minutes every day doing something positive for yourself. Take a walk, listen to music, exercise, meditate, etc.

In the event that a resident or staff member shows any signs or symptoms of coronavirus/COVID-19, their doctor will be contacted and a referral for a test will be requested. Should either test positive, the Department of Health and Division of Licensing and Protection will be notified and all necessary precautions to protect both residents and staff will be taken at the direction of these agencies. While we hope that this does not occur, we are preparing for this. Please pass this along to any additional family or friends and do not hesitate to reach out to us if you have questions or concerns. We wish all of you good health and happiness.