

March 5, 2020

Dear Residents, Families and Staff:

I would like to start by acknowledging the concerns surrounding coronavirus, COVID 19. I understand and recognize how worried residents, families, and staff are and want you all to know at Vivage, we are working diligently to implement heightened Infection Control measures in all of our communities.

The symptoms include,

- Fever greater than 100 degrees
- Cough
- Other Respiratory Symptoms (shortness of breath)

Colorado Department of Public Health and Environment (CDPHE) released a COVID 19 Fact Sheet. Part of CDPHE guidance is that it's normal to be concerned about new diseases, and new information is coming out frequently. The best thing people can do is stay informed from reliable sources and know the facts. Currently, the risk to most Coloradans from COVID-19 is LOW, and we are confident the healthcare system in Colorado is prepared to promptly identify and evaluate any suspected cases and minimize potential disease spread.

Our priority is the health and safety of our residents and staff in our communities. **We are reinforcing in our communities to staff including agency staff, the importance of good hand hygiene, reminding residents and staff to cough or sneeze into a tissue or elbow, not touch their face and reduce physical hand contact.** Our housekeeping staff have also been instructed to increase cleaning in common areas and high traffic areas multiple times a day.

Our communities are also taking the following preventative measures:

- Signs are posted at all entrances, advising visitors with a fever, cough, or other respiratory symptoms not to enter the building.
- Information Signage has been posted at nursing stations, public restrooms and dining areas with information about preventive measures that should be followed.

- We have provided additional training on hand washing/ hand hygiene as well as other infection control practices.
- We have ordered additional Personal Protective Equipment (PPE) for our communities.
- We are encouraging residents to stay in their room if they are not feeling well.
- We implemented additional housekeeping measures throughout the community and issued reminders to staff about hand hygiene and using alcohol-based hand sanitizers (at least 60% alcohol, dye free and fragrance free).
- Staff have been advised to stay home if they are not feeling well, stay home.

As of 5:00pm today, the first positive cases of the COVID 19 have been identified in Summit County, Colorado. Presumably we will have more cases to follow. Vivage is following the guidelines provided by the Centers for Disease Control (CDC) & Centers for Medicaid and Medicare Services (CMS) and we will monitor and follow the directions of our state and county health agencies. Additionally, we ask that all visitors, including family members, vendors, and friends to please reschedule visits to the community if you are sick or have been traveling to areas where the virus has been detected.

I greatly appreciate your support in our efforts to keep our residents healthy and safe. I pray for the return of warm weather which is normally when these types of viruses dissipate. Thank you for your time and understanding and please let me know if you have any questions.

Sincerely,



Jay Moskowitz,  
President of Vivage Senior Living