



March 20, 2020

To all of our English Meadows Family:

We understand the concerns you and your family are experiencing with the world-wide COVID- 19 health crisis – especially as you have a loved one living in our Campuses. The pandemic’s potential impact on the elderly population is of utmost concern to every one of us at English Meadows. Everything we do is focused on protecting your loved one’s health and safety. That’s why we have enacted additional preventive measures in our Campuses beyond our historically stringent standards.

Every year, flu season always triggers a heightened vigilance toward our Residents’ health and our operational excellence. Because of this new virus, we have instituted a wider range of additional procedures and practices to help ensure the well-being of our residents and employees. These include:

- - Re-educating our Caregivers on best infection control practices in managing daily tasks throughout our Campuses – i.e. hand washing, linen care, increasing the frequency of disinfecting all surfaces, tools and utensils, especially high-touch surfaces
- - Screening Caregivers upon arrival for signs of flu symptoms on a daily basis and direct any Caregivers who may be sick to stay home
- - Banning all non-essential visitors to our Campuses.

- - Moving all meals to in-room dining (with exception of medical needs)
- - Increasing the monitoring of Resident's health status to 2-3x daily.
- - Conferring with healthcare partners and providers to address unique care needs
- - Utilizing TeleHeath when possible (reducing travel to appointments)
- - Identifying opportunities for Residents to connect with families through video and other digital technologies
- - Banning all group activities in our Campuses.
- - Providing regular updates to Residents and families

This is a rapidly changing situation, so we are constantly monitoring communications from DSS, VDH, the Centers for Disease Control and Prevention, World Health Organization, and local departments of public health. We will adjust our operations, as appropriate and/or mandated, in this rapidly changing environment.

Please don't hesitate to contact your Campus Administrator or DON/RCC with any questions or concerns. Thank you for placing your trust in us to care for your loved one. We Love our English Meadows Family!

Sincerely,

Mike Williams, CEO/Founder

English Meadows Senior Living