



March 16, 2020

To Our Family of Residents and Their Families,

As the number of confirmed cases of coronavirus (COVID-19) continues to rise, please know that we are doing everything possible to protect the health and well-being of our residents. Our top priorities continue to be the health and safety of our residents and preventing the virus from entering our communities.

***FORTUNATELY, WE HAVE NO CASES OF COVID-19 IN OUR COMMUNITIES.***

**Limiting Visitors:**

**Effective immediately, we are limiting visitors in ALL our communities nationwide. The only visits that will be permitted are for end-of-life situations.** We will adhere to the following guidelines for these visitors: screening for symptoms, including taking their temperature, and adding this information in our private screening log, and requiring that all visits take place in the resident's apartment.

We know you want to interact with your family members, especially during these uncertain times. We're asking family members to not visit the community and to utilize other means of communication to visit with loved ones, including FaceTime, Skype, phone calls, cards and letters. We can assist you in helping navigate technology and work with you to be able to communicate with one another.

Our intent is to try our very best to keep COVID-19 out of our communities. The more people coming into our communities, means the greater the potential for the coronavirus to enter our community. We hope you understand. As you may be aware, several counties in Northern California have been placed on a Shelter in Place order, and we expect other parts of the U.S. to follow these same measures. We will keep you updated on new developments.

**Culinary and Vibrant Life Changes:**

The state of California has already adopted a ban in communities that is not allowing "gatherings" of groups of 10 or more for individuals who are at higher risk for contracting COVID-19. (An example for those living in a senior community is an activity room or dining room.)

We have made the decision to **limit ALL activities and our culinary service in ALL our communities nationwide, until further notice, to groups of no more than 10 people.** This number of 10 does NOT include our support staff delivering the service to the resident.

While this may seem aggressive, we are certain that other states are going to follow suit. Out of an abundance of caution, we feel we need to make this effective immediately, nationwide. What this means to our residents:

- Any activity taking place in the community can have no more than 10 people in attendance at one time. We can have multiple activities going on throughout the community, but participation is limited to 10 people.
- Dining rooms can have only 10 people in them at once. At this time, we are NOT CLOSING our dining rooms until the CDC advises us we must do so. *(Note: Some communities have decided to close their dining rooms.)* Residents can also self-select to have meals delivered to their apartments if they want. We will not be charging room service fees at this time. We have set up alternative dining locations throughout the community and have utilized private dining rooms and vacant apartments in some cases. We are implementing what works best for our residents in each individual community.

Other items to note regarding changes in our Culinary Service:

- All beverages will be poured at time of delivery to the resident.
- Any items on the tables that residents bring down from their apartments must be removed from the tables after the meal and taken back to the resident's apartment.
- Buffets, hospitality stations/bistros, hydration stations, and salad bars continue to be shut down until further notice.
- All community-provided condiments will be delivered in disposable packets or in disposable portion cups.
- Hand sanitizer continues to be available at the entry of all our dining areas as well as throughout the community.

We are treating this situation with extreme caution, as we would any contagious virus or infection, and are following our internal policies and procedures and those of the CDC. Attached is a flier with CDC recommended guidelines to prevent the spread of COVID-19 that we are asking our residents and associates to follow.

As we've mentioned, we are committed to keeping you and your family members updated on the latest information. We hope you'll visit [www.SSL-Updates.com](http://www.SSL-Updates.com) for the latest information on our response to COVID-19.

Thank you for your commitment to keeping the safety of our family of residents and associates top of mind. I appreciate your support, patience and understanding.

Sincerely,

*Collette Gray*

Collette Gray  
President/CEO  
Integral Senior Living  
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