



March 9th, 2020

Dear Friends and Family,

At Caledonia Senior Living the health and safety of your loved ones and our staff is our top priority. In response to growing concerns about COVID-19 (the Coronavirus) in the Midwest we have been focusing on both prevention and preparation.

Anticipating that you may be feeling anxious or concerned about your loved one we wanted to reach out and share with you what we are doing to prevent exposure as well as prepare in event that a resident exhibits flu-like/respiratory infection symptoms which are similar to the symptoms of COVID-19.

First, let us reassure you that we are already experienced in preventing the spread of contagious diseases. Our staff are regularly trained on universal precautions such as proper and frequent handwashing – the same universal precautions that are the primary recommendation the Center for Disease Control (CDC) and the World Health Organization (WHO) are making for preventing the spread of COVID-19. We are also used to caring for people who have a temporary diagnosis that requires isolation.

We have taken this opportunity to review our current policies and processes with a focus on areas where we can take even more precautions and be ready for a worse-case scenario. We have had conversations with our local fire chief, our medical director and area hospitals as well as doing extensive reading of materials provided by the CDC, WHO, Illinois Department of Public Health (IDPH) and LeadingAge our national association for non-profit senior living providers. Based upon the information we have learned and our own internal review we have created an action plan that we have begun to implement.

Examples of extra precautions included in our plan are as follows:

- Providing additional in-services for all staff on handwashing and providing services to residents that are on isolation
- Implementing new educational signage from WHO COVID-19 communication tool kit
- Increasing the frequency of sanitizing high traffic common areas
- We have inventoried housekeeping, dining and medical supplies and ordered additional supplies
- We have added additional alcohol-based hand sanitizer stations
- We are actively monitoring residents for early detection
- We are not admitting new residents displaying signs/symptoms

- We have provided literature to employees educating them about the latest information about COVID-19 and how they can help keep our community safe.
- We have created a wellness check room close to the reception area for meeting with people we are concerned may be exhibiting symptoms.

We are also making a couple of temporary changes that will impact you when you visit our community.

- 1) Until further notice all family, friend, vendors and other visitors must sign in with the receptionist at The Scottish Home. This includes those of you who visit residents at the MacLean House.
- 2) Upon arriving at the front desk you'll be asked to fill out a short questionnaire that asks about your recent travel and possible exposure to the virus. This will only take a couple of minutes and must be completed each time you visit our campus.
- 3) We will be actively asking any visitors that appear to have a respiratory infection to stay away until they have been cleared to be around our older resident population. We are happy to arrange a Face Time visit until you are able to visit in person again.

If there is a question about whether you can be on campus or not please call ahead. Our administrator, Chris Cortez, is your point person for any questions about COVID-19.

We have included some reliable information for you with this letter. For additional information we recommend you visit www.cdc.gov, www.who.int , www.dph.illinois.gov and www.leadingage.org which are all excellent, trustworthy resources.

We will continue to monitor this situation daily with the CDC.

Please know that we take the trust you place in our team very seriously and we will continue to re-evaluate our efforts and implement new strategies as needed.

Thank you for your support in helping keep our community safe and healthy.

Best regards,

Siân Stevens
Chief Operating Officer

Chris Cortez
Administrator