



May 23, 2020

Last week we reached out to everyone letting them know we had a our first resident test positive. We are thrilled to report that after retesting the resident twice resulting in two negative tests they have now been classified as a “false positive” and have been able to return to their apartment. This means that we have not and do not have any COVID-19 resident cases on our campus. We have had some additional staff positive and those team members have also received negative test results when retested and they now have been tested a third time. As of today we only have one staff member out on leave that has what we believe to be a true positive. We are seeing a pattern of a handful of false positives each time we submit a large quantity of tests.

This week we hosted our second and largest Zoom Family Town Hall! Thanks for bearing with us while we navigated over 25 resident family members and 8 staff in attendance. We really appreciate the opportunity to connect with you and hear your questions. We will be sending out a short survey next week to capture any feedback or suggestions for our next call.

For those that weren't able to attend here's a quick recap. We talked about:

- Our continued and unwavering commitment to transparency. We want you to feel confident that you know how we are doing, what we are doing and that we are sharing the latest information with you.
- Our approach to aggressive testing – that at this time we are requiring all employees to be tested weekly and that we area also doing resident testing as needed.
- Our approach to sharing information with residents – in the beginning of the crisis we met with everyone in groups but now have been talking with residents individually when appropriate.
- Our Life Enrichment team has been keeping residents engaged as much as possible and trying to minimize the amount of time that residents have to watch the news about this crisis.
- We have worked hard to take a world that is not normal and keep it as normal as possible on our campus maintaining menus and activities that residents enjoyed before sheltering in place in their residences.

- We are rolling out a new reservations system on our website for video chats. The video chats will be initially available on Monday – Saturday due to staff availability to support the calls. Please call us with any questions. The new online reservation page functions similar to the one we trialed over Mother’s Day. It makes it much easier for our staff to manage the schedule. You can sign up for a video chat on our website at <https://www.caledoniaseniorliving.org/scheduling/>
- We are developing an opportunity for residents and family members to have socially distanced, in person visits using a barrier. We will be able to add those opportunities to our same online reservation calendar once the program is finalized.

Thanks again for all your support and faith in our team.