



April 14, 2020

Dear ESLC Families,

As the COVID-19 pandemic continues to spread across our region, you may have seen local media outlets reporting on the transparency of nursing homes and senior living organizations. Our promise to you now and always is to continue to communicate honest, accurate, transparent information as soon as it becomes available.

We do not have any resident cases of COVID-19 in any of our communities at this time. Should this status change, or if there is a staff case in the community where your loved one resides, you will be notified by phone the same day that we learn of the information. Additional correspondence will be sent via email or direct mail to the primary contact.

The weekly conference calls that have been established with families at our skilled nursing and assisted living communities have proven helpful in disseminating information and allowing for Q&A. We are also thankful to all who are taking advantage of the virtual visits. We hope you are enjoying the connection with your loved one – even if remotely. These will continue as long as they are needed.

In addition, we remain committed to protecting our residents and staff members through the protective procedures that have been established:

- Restricted visitation/screening (exposure questionnaire/temperatures/masks)
- Staff screening (exposure questionnaire/temperatures/masks)
- Enhanced sanitizing and deep cleaning throughout all buildings
- Continued social distancing (maintaining 6 ft. from one another including residents when possible)
- Continued monitoring of all residents for any respiratory symptoms and/or fever

We understand the news can cause alarm and worry; please know that we are doing everything we can to mitigate the spread of the virus in our communities. If you have any questions, concerns or ideas, we are available to talk with you at any time – simply contact the Executive Director of the community in which your loved one resides. You may also use the following email address: COVID19@EpiscopalSeniorLife.org

Thank you for your support and understanding during this time – it is greatly appreciated.

Sincerely,

A handwritten signature in black ink that reads "Amanda Teugeman".

Amanda Teugeman
VP of Healthcare Services/ECH Administrator