



Special Update on Coronavirus Efforts

Terri Cunliffe / March 27,2020

Introduction

As you are well aware, the virus continues to spread throughout the US and around the world. Covenant Living leadership remains vigilant in our preventative actions, and we are following the necessary precautions to maintain the health and safety of our residents and employees. While the coronavirus has challenged us and disrupted your daily routines ... all of the plans we have put in place at your communities are crucial for reducing the spread of this virus.

Prepared for this challenge

I know that despite the challenge in front of us, the leadership and staff throughout our organization have been prepared for this crisis. While I don't understand the "why" behind this global virus — in my quiet moments over the past two weeks — it is clear that God has been preparing this organization for this global crisis by leading the right people, with the right skills, to the Central Office and to our communities.

Technology decisions previously made to bring information and Covenant Life Today programming to you directly through your televisions, is now the platform for virtual programming during this extended period of social distancing and self-isolation. In-house communications and video production provide better

communication vehicles for you and your families. The Central Office healthcare team has been the hub for all communications with your local health departments, reading and interpreting daily CDC and local guidelines, and, providing tools, training and protocols to community staff related to the prevention of coronavirus and care for residents and staff.

New community roles added in the past two years, such as the Associate Executive Director and the Field Service Engineer, intended to improve our residents' quality of life and access to administration during "normal" operations, have provided much-needed relief and support to residents and staff during this crisis. All positions are important to operate the complexities of senior living day to day, but their importance often remains unnoticed until an extended crisis such as this.

I have seen collaboration within your community teams and between the Central Office and community leaders. It has been effective and critical in our efforts to keep you informed, to keep our communities operating, and to live out our Common Purpose to create joy and peace of mind for residents, employees and their families throughout this challenging season as we strive to reduce the impact of the coronavirus in our communities.

Impact on our communities

We all hear about the growing number of positive COVID-19 cases throughout the US. Covenant Living has been impacted with a few positive cases involving both

residents and staff. So far, these individuals have not exhibited the extreme symptoms that we hear about on the news. As new situations arise, residents, family members and employees at the impacted community are made aware, while taking the necessary precautions to reduce the risk of spread. We are thankful that where we have cases, all of the individuals are recovering well with treatment and quarantine. I will continue to keep you informed as to how the virus is impacting our Covenant Living family.

I know it is challenging to limit your social contact with each other. Yet, as reported, this is the most effective means of reducing the potential spread if someone were to test positive. The longer this situation lasts, the more challenging it will be for you and for us. I continue to be burdened with the impact to your emotional well-being and I will continue to stress the importance of finding new ways to connect with family and friends. Using FaceTime, my family gathered last weekend from Iowa, Minnesota, Illinois and Florida to play a board game. While a little chaotic, it still generated laughs and new memories.

Coronavirus Handbook

Over the past two weeks we've used new lingo and the meaning is not always clear. Here are the four terms that we've been using and what they mean.

Social distancing. Do not gather in groups larger than 10 and always keep a six-foot distance from other individuals. This definition could change nationally or locally as the situation progresses.

Social isolation. This does not mean that you are not permitted to leave your residence at the community. You may wander around your community, but we highly discourage you from leaving the community to reduce the chance of bringing the virus back into your home. Remember... it is possible for you to be positive for COVID-19 and not experience symptoms.

The Surgeon General said this week, “we should all act as if we have coronavirus in how much we’re interacting with others.” I think this is really good advice for us to practice, at least for the next several weeks if we are going to aggressively manage the potential spread. It’s not easy, I know, but it’s worth it to keep yourself and your neighbors safe.

If you are asked to **self-isolate**, this means you are experiencing symptoms consistent with COVID-19. If you experience increased or additional symptoms, you should contact your physician immediately for further guidance. If your symptoms subside, you should continue to **self isolate** for 7 days from the onset of symptoms with the last 3 days being fever free without taking any fever reducing medications.

Quarantine. According to the Centers for Disease Control, this is defined as restricting your movement after potentially being exposed to a contagion like the coronavirus, and you are awaiting test results or have received a positive result. This means you need to stay in your residence for 14 days, and have no contact with others.

Additionally, if you've traveled more than one night away from the community, you may not leave your residence or have contact with others, except for the delivery of meals, for 14 days from the time you return to the community.

Lastly, be aware of cybercriminals who are taking advantage of the coronavirus situation. Scammers are offering COVID-19 home testing kits, claiming to be with Medicare and asking for your social security number. Others claim to be a representative from the CDC offering to test you at home. You might even receive an email that seems legitimate, but is actually a scam to hack into your computer and steal personal information. Be vigilant to protect your personal and financial information.

Conclusion

As we all navigate through this time, we expect more changes and perhaps more disruptions to our daily routines and how we operate as an organization. We cannot thank you enough for your patience and your self-responsibility in helping to prevent the spread of this virus.

Together we stand in faith. God has prepared us for this time, and He will protect us through it. This past week I have found Psalm 91 to be a comforting reminder of God's protection and promise.

“If you’ll hold on to me for dear life,” says God,

“I’ll get you out of any trouble.

I’ll give you the best of care

if you’ll only get to know and trust me.

Call me and I’ll answer, be at your side in bad times;

I’ll rescue you, then throw you a party.

I’ll give you a long life,

give you a long drink of salvation!”

May the Lord bless you and comfort you throughout this upcoming week.