

March 30, 2020

Dear Residents, Families and Associates:

We believe our role serving our residents and associates during this season is a critical one. As we watch the continued spread of COVID-19 throughout Georgia, particularly in the Metro Atlanta area, we have found it necessary to add additional measures to continue to keep COVID-19 out of our Communities.

At the present, we do not have any reported COVID-19 cases amongst our associates or residents. We will continue to maintain compliance with CDC and local health department guidelines including enhanced disinfecting of community spaces, modification of services to promote social distancing, closing our communities to non-essential visitors and workers, pre-shift surveillance of associates, monitoring residents for signs and symptoms of respiratory illness and the provision of personal protective equipment to our associates when providing care and services.

Out of an abundance of caution, the following additions or enhancements with rationale will be implemented in our Communities effective immediately:

- **Housekeeping services** – We have suspended housekeeping services for those residents on Well Checks and/or quarantines. We will provide deep housekeeping services upon completion of Well Check and quarantine status. **Rationale:** In general, only essential associates should enter the apartments of residents who are ill, on Well Check or quarantined. During this time period, as recommended by CDC, daily cleaning and disinfection of high-touch surfaces will be assigned to individuals who will already be in the apartment providing care and services, this will decrease the risk of cross-contamination.
- **Exclusion from work** - We have excluded from work any associate who works at any healthcare facility, assisted/independent living, private home care or nursing home that has confirmed COVID-19 cases. **Rationale:** Associates who have been exposed to COVID-19 provide an additional risk to our residents and associates. Until further notice these associates will be excluded from working in our Communities.
- **Fresh air and Sunshine** - We will support the safe enjoyment of fresh air and sunshine for all residents, including those who are on Well Checks. Our Communities have created safe zones on our campuses so that non-ill residents who are on Well Checks are able to exit and enter the Community in a manner that limits interaction and exposure to other residents. We will provide supervision, ensure that masks are donned and thoroughly disinfect the route of egress. Residents who are ill are asked to remain in their apartments. **Rationale:** This positively enhances the mood, increases energy and stimulates Vitamin D when your skin is exposed to the sun. All are critical in immune defense.

- **Testing for COVID-19** – Due to the critical supply shortage of test kits both nationally and locally, we will follow the CDC latest guidelines regarding testing priorities of residents who present with symptoms that may be indicative of COVID-19. We will notify the resident’s primary care provider to discuss the case and the provider will determine the need for testing and/or provide additional orders. Testing may be done onsite provided the availability of test kits, the resident doesn’t present with any signs or symptoms over and beyond what our communities can provide or there is not an emergent need to be transported to a higher level of care.
- **Stairwells** – We encourage associates where it is not medically or physically contraindicated to utilize the stairs instead of the elevators, to lower the risk of cross-contamination throughout residential space.
- **Social Distancing** - While we implemented social distancing weeks ago, we need the continued efforts of residents, associates and essential visitors alike to adhere to the 6ft rule. You will notice in our communities, markings on the floor, stanchions, verbal and visual reminders to support and encourage social distancing throughout our communities.
- **No Use of Mass Transit** – We have asked all associates to not use mass transit and in hardship we will pick up our associates from their homes.
- **Remaining at Home** – We have offered to pay for grocery deliveries to our associates, to limit exposure in public establishments.
- **We are ensuring, as they are available, that all our common HVAC units have HEPA filters.** HEPA filters can filter out the COVID-19 virus. The newest research even suggests that coronavirus may be airborne.
- **Preparing for possible supply chain disruption** – For weeks we have been building inventories for any supply chain disruption; especially in essential items.
- **Offering for staff to remain in the building** – In order to minimize risk of outside exposure to our residents, we have purchased beds and toiletries for associates who elect to remain in the building.
- **You are what you eat** – Our Master Chef, Thomas McEachern has created a Flu Recovery meal plan that uses high quality ingredients that are particularly high in vitamins, minerals and other nutrients essential to immune health and overall healing.
- **Juicing for your health** - We will feature a collection of fresh fruit and vegetable juices that are packed with essential nutrients that may increase antioxidants to help fight off illnesses and are especially beneficial for maintenance, prevention and healing.
- **Elderberry and Zinc phenomenon** - We support homeopathic methods that support, sustain and prevent several illnesses. There are studies that have found that elderberry may help to fight inflammation and ease flu like symptoms like fever, headache, sore throat, fatigue, cough and body aches. While Zinc, studies have shown evidence that this essential mineral may help to decrease the duration of cold symptoms like nasal congestion and throat irritation. Discuss with your healthcare provider if whether supplementation with elderberry or zinc is right for you. We have elderberry and zinc products on hand if you and your healthcare provider think this is a good plan for you.

Due to the unique design of Holbrook of Decatur and to ensure we comply with all rules and regulations which govern Assisted Living Communities, as well as adhere to CDC COVID-19 recommendations we have also implemented the following engineering control measures to ensure the continued safety of our residents:

- **Elevators** – We have designated elevators to be used specifically by Associates, Active Passionate and Enriched Living Residents.
  - **Active Passionate** – Elevators closer to the pool are to be used only for Active Passionate residents and their essential visitors.
  - **Enriched Living** - Elevators opposite the pool near the mail station are to be used only by Enriched Living and Inspired living residents and their essential visitors.
  - **Associates** - Associates that are medically and physically unable to use the stairwells are to use the service elevator opposite the pool near the mail station.
- **Courtyard Access** – We have separated the courtyard to allow for access by Enriched Living and Active Passionate residents without co-mingling. The eastside (left) of courtyard will be considered Enriched Living space and the westside (right) of the courtyard will be considered Active Passionate space. Enriched Living residents will egress to and from the courtyard through the Discovery Room.
- **Fitness Center** – Our fitness center will be open for use in a manner that supports social distancing and enjoyment of both EL/IL and AP residents. Resident's may schedule an appointment with the concierge at the front desk. The hours of operation are as followed:
  - **EL/IL** – 9:00AM to 11:00AM
  - **AP** – 11:15AM to close

These operational changes have been made very thoughtfully and in the best interest of our residents' health. Social distancing and infection control have been identified as the recommended preventive practices, so we have incorporated these concepts into the operation of our communities.

While we understand that some of our practices may be a little unconventional and to some may even seem too strict, we ask that you trust us and know that every decision we make is not only to keep our communities COVID-19 free, but to also reinforce the ministry of caring about the whole person, mind, body and spirit. We continue to develop remote sources of activities and engagement for our residents to enjoy.

# Holbrook

INSPIRE  WONDER

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Forest*  
ENRICHED & INSPIRED LIVING

We could not be more blessed than to have such dedicated staff in our communities who continue to serve and passionately deliver quality hospitality to our residents. Thank you to our residents and family members for placing their trust in us. It is our pleasure to provide excellent care and services to our residents through every encounter. We remain focused on our company purpose: to inspire living life to the fullest. We have amazing associates that inspire wonder every day.

We thank each of you for partnering with us in our measures to keep our home safe. We are on high alert and we cannot do this alone without your support.

If you have questions or concerns you may reach the community's General Manager.

As always, we are honored to serve you.

Hospitably yours,

Holbrook Life and Dogwood Forest Management Team