



March 12, 2020

Dear Residents and Team Members,

The news about the potential spread of Novel Coronavirus (COVID-19), and the risks it poses for those who become infected, is concerning to us all. Please know that maintaining your health, wellness, and safety is our number one priority.

We continue to take steps to prevent spread of this illness and are positioned to respond quickly and effectively should it impact someone in our communities. As opposed to those living in the general public, Loomis Communities' already robust infection control procedures have been significantly elevated to reduce the risk. Our dining teams practice safer storage techniques and stricter sanitation standards than most private residences.

We have emergency preparedness and infection prevention and control plans in place, which address how we prepare for and manage infectious disease outbreaks. We are incorporating new information on COVID-19 into those procedures as it becomes available. Our team members are trained in infection control practices and follows established protocols based on that training.

As a result of the uncertainty of this virus and potential risks to the members of The Loomis Communities, Resident Leaders, the Executive Directors, the Culinary and Housekeeping General Manager and CEO came together to discuss additional precautions and operational changes that could limit the exposure among residents. Our primary concern in implementing these changes is the attempt to limit the risks that may be associated with COVID-19.

The outcome of this collaborative discussion includes the following changes:

**Dining Services**

- The restaurants/dining rooms will be limited to residents and team members only
- Takeout meals are always available, normal procedures apply
- Discontinuation of scheduled dinner trips among the three communities

**Programs and Events**

- Cancellation of all programs with outside presenters, including lectures, music, exercise, chorus directors and spiritual services

**Fitness Centers and Loomis Village Pool**

- These areas will be limited to residents and team members only
- Residents from Applewood and Loomis Lakeside at Reeds Landing can continue to use the pool

### **External Groups**

- Cancellation of programs that includes outside persons such as Learning in Retirement and Learning in Later Life

### **External Trips**

- Scheduled bus trips to medical appointments, recreational events and shopping will continue

### **Resident Gatherings**

- Programs or meetings that include only residents and/or team members will continue to be scheduled at the individual communities
- Residents are encouraged to share ideas and possibly use this time to engage in gatherings that could foster connectedness and support for each other

### **Residents and Team Members Return from Travel**

- Team members returning from traveling from high risk areas will be required to self-quarantine for 14 days and receive clearance from their health care provider for return to work or usual routine on Day 15
- Residents returning from travel will be strongly urged to self-quarantine and seek guidance from their healthcare professional

### **Visitors (including contractors, vendors and health care workers)**

- A separate letter is attached outlining guidelines for visitors

The decision to implement these changes was not made lightly. The questions and concerns voiced by the six resident leaders, as well as the risk and benefit associated with these changes, played a significant role in the organization's decision.

***These changes will become effective immediately with a follow up reevaluation in two weeks.***

***At the two week period, we will distribute another communication, unless a significant change causes us to reevaluate sooner.***

We ask for your patience and understanding as we work together to implement this plan. Communicating to the many people affected by these changes will take time. Residents can play a prominent role in sharing this information with family and friends.

Thank you for your understanding and support as we work together for everyone's well-being. As always, please do not hesitate to contact us with questions or concerns.

With appreciation,

Nancy Eddy  
John Armstrong  
Dan Marx  
Ann McIntosh  
Carolyn Hoyt  
Janet Veitch

Margaret Mantoni  
Robert Claflin  
Craig Johnsen  
Maureen O'Toole

**March 12, 2020**

## **Guidelines for Visitors**

**In accordance with CDC guidelines, Massachusetts Department of Public Health and Office of Elder Affairs, The Loomis Communities is implementing the following guidelines for all visitors. (Including vendors, contractors and health care workers)**

**Residents may want to discourage or limit family friends from visiting or staying overnight, especially children**

**All visitors must enter through the main lobby entrance**

**Visitors will be screened upon entering the building**

**Visitation by those who meet any of the criteria listed below will not be permitted to enter at that time:**

- **Signs or symptoms of a respiratory infection such as fever, cough, shortness of breath, or sore throat**
- **In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.**
- **International travel within the prior 14 days to countries with sustained community transmission**
- **Residing in a community where known community-based spread is occurring**

**We truly understand what a hardship these changes will have on residents. It is our sincere hope that these changes will be short-lived.**

**Thank you for your understanding and support of these measures.**