



## **Coronavirus UPDATE March 16, 2020**

Dear Residents, Family Members and Responsible Parties:

It seems like it was just the other day that we sent notice to you regarding the Governor's direction, regarding reduced visitation at **Crescendo Senior Living**. As we all know, this epidemic is evolving and changing daily. I am writing to you today to inform you of yet additional restrictions that have been issued by The Centers for Disease Control CDC.

Effective immediately, we have been asked to stop all non-essential visitation at **Crescendo Senior Living**. This CDC mandate is in effect for all Skilled Nursing and Senior Living Communities in California.

### **WHAT DOES THIS MEAN**

Effectively immediately, only essential care providers can enter our community. This includes our staff and necessary health care professionals who bring support services to our residents. Unfortunately, no other visitors will be permitted to enter our community. We wish to say to our residents and family that we fully realize this critical mandate is difficult to accept as I know visitation from friends and family is very important.

### **INTRODUCING PORTAL**

**Crescendo Senior Living** has just purchased a new device called Portal by Facebook. This is a device that looks very much like a big iPad and can be used for face to face communication. Our staff is available to help you learn how to connect. It is important for us to fully utilize technology so our residents can communicate with loved one's face to face.

### **KEEPING OUR COMMUNITY SAFE**

All of us at **Crescendo Senior Living** thank you for your part in keeping our community safe. We fully realized that these many precautionary steps taken create a burden and make life less enjoyable. We too look forward to the day when we can open our doors to the public, host big events, have entertainment and go for scenic rides in our bus. Hopefully, this day is not too far in the distant future.

Please remember, all measures taken are done so with the health and safety of our residents in mind. Our team is closely monitoring Federal, State and Local guidance and instruction. Should you have any questions regarding this notice, please do not hesitate to contact us.

Please let us know if you have any questions.

Sincerely-

Dale Woytek, Executive Director



**March 13th, 2020**

Dear Community Partners and Families-

The State of California has given guidelines on precautions needed for Assisted Living Communities to implement. Please remember, all precautionary measures taken are done so with the health and safety of our residents in mind.

- *We will be asking all visitors to fill out questionnaire prior to entry of the community. At the time the questionnaire is completed all visitors will be required to have a temperature reading which cannot exceed 100.4.*
- *All visitors who enter, are required to enter the community through our front door ONLY.*
- *Everyone will be asked to show identification and sign into our visitor log.*
- *Residents are allowed to have ONE visitor per day. This person must be an adult and the visit must take place in the resident unit. No visits in the common areas of the community.*
- *We are asking that non-essential visitors, to call and coordinate a phone discussion or virtual visit for information regarding our community, 714-528-4990.*

All of us at Crescendo Senior Living thank you for your patience and understanding during this difficult time. We will be certain to communicate any new information to you as it becomes available.

Sincerely-

Dale Woytek  
Executive Director



**3/5/2020**

Hello Community Families and Partners:

First and foremost, I want to thank you for the continued support and trust you have shown to **Crescendo Senior Living** in caring for your loved one(s). We value our relationship and appreciate having the opportunity to serve you.

As you have likely seen in the news, health officials worldwide are closely monitoring the outbreak of illness caused by the newly identified coronavirus (COVID-19). Due to ever-changing status of this situation, we are taking an abundance of measures to ensure the safety of our residents, staff and visitors. We are asking all families and partner organizations to please take extra precautions when visiting our community. For our partner health organizations, we ask that any non-immediate need visits be postponed at this time.

To date, there have been no cases of COVID-19 reported at **Crescendo Senior Living**. However, health officials worldwide recognize that this is a rapidly evolving situation and that recommendations of the U.S. Centers for Disease Control (CDC) and the U.S. State Department are subject to frequent change.

We are following the best-practice recommendations as outlined by the U.S. Centers for Disease Control (CDC). To read about these and other recommendations offered in an informative news post by the National Council on Aging, CLICK HERE (link to <https://www.ncoa.org/blog/coronavirus-what-older-adults-need-to-know/>)

**Crescendo Senior Living** is committed to the continued wellbeing of our residents, staff and visitors, and we will look forward to providing any updates as they become available.

Sincerely,

Crescendo Senior Living

