

***Our Community Executive Directors and leadership teams are available to answer any COVID related questions you might have. Should you have the desire to speak to a representative from our management company please send email to [covidsupport@altumsl.com](mailto:covidsupport@altumsl.com)***



**Message from our leadership**

April 3, 2020

First and foremost, all of us at Altum Senior Living wish to send a special **THANK YOU** to everyone who has selected an Altum Senior Living Community to be home. It is our pleasure to have you with us and we want you to know that we take great pride in having the opportunity to serve you.

As I am certain you are aware, the Coronavirus (COVID-19) has hit the United States changing our lives in ways we could have never imagined. We know there is a great deal of concern for the well-being of our most vulnerable population, many of whom live in our communities. For this reason, we want to assure you that Altum Senior Living is treating this situation with extreme caution and has implemented all precautionary measures and guidelines established by the Centers for Disease Control (CDC) as well as local State Departments of Health.

**For our residents and their families, we are...**

- Implementing and in many cases exceeding, recommendations provided by the CDC and Federal, State and Local regulatory authorities.
- Restricting visitation:
  - All non-essential visitors are restricted from entering Altum communities.
  - Essential visitors are limited to one entrance, are screened (including monitoring temperature) prior to entry and, upon being cleared for entry, are required to use hand sanitizer and/or required to wash hands with soap and water.
- Implementing new dining and snacking protocols:
  - In-room dining provided in Independent and Assisted Living neighborhoods. Social/physical distancing monitored in our memory care neighborhoods where in-room dining is not feasible.
  - All catering activities, lobby beverage and hospitality stations have been cancelled.
  - Nutrition and hydration programs continue with resident social/physical distancing in place at all times.
- Eliminating social events:
  - All non-medical resident outings and other social events have been postponed or cancelled until further notice.
  - All routine social visits and outside group activities have been cancelled.
  - New internal group activities that allow for engagement and resident social/physical distancing have been implemented.
- Keeping residents connected with Family and friends:
  - Altum is proud to introduce the "Connections" program which allows residents and family members to share Facetime live visits. Please visit the community website for information on this program and to schedule an appointment time with your loved one.

**For our community operations teams we are...**

- Providing all communities with daily COVID-19 support which includes daily calls with Altum Leadership and expert consultants supporting information sharing and robust communication.
- Leveraging strategic sourcing of supplies to ensure our communities have necessary supplies and equipment.
- Stopping all non-necessary construction or building work provided by outside vendors.
- Focusing on infection prevention and control practices which include:
  - Continuing a high level of cleanliness throughout our communities.
  - Posted reminders throughout the communities to remind everyone to wash hands and/or use hand sanitizer.
  - Closely monitored health statuses of residents and team members.
  - Fully implemented emergency response plans.

All of us at Altum wish to thank our residents and family members for their support and understanding as we know some of the measures recently put into place limit freedom to move about, attend large activities and receive guests. Please understand the precautionary measures put into place are to keep the health and safety of our residents in mind. Our efforts and plans would not be successful without the support of our residents and family members. **We thank you for this.**

We also want to send out a friendly reminder to all that according to CDC, the most effective measures to combat the Coronavirus are:

- **Wash your hands frequently.** Use soap and water and wash them for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing.
- **If soap and water isn't available, use an alcohol-based hand sanitizer.** We have several hand sanitizer pumps located in common areas throughout our communities.
- **Cover your mouth and nose with a flexed elbow or tissue when coughing and sneezing.** Remember to throw away the tissue and wash your hands immediately.
- **Maintain social/physical distance.** If possible, maintain a distance of six feet between yourself and others.
- **Avoid touching your eyes, nose and mouth.** Hands touch many surfaces that can be contaminated.
- **Seek medical attention** if you have any of following symptoms: fever, cough or difficulty breathing/shortness of breath.

At Altum Senior Living, we are committed to keeping residents updated on the latest Coronavirus information. Please continue to watch for updated information via this website or from direct communication from our Executive Directors.

Thank you,

Sincerely:

*Barton Bolt*

Barton Bolt  
President

Sincerely:

*R. Tod Murray*

R. Tod Murray  
Vice President of Operations



## **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

