



April 1, 2020
UPDATE – 10:00am

As we continue to navigate the course of the Coronavirus pandemic, and San Mateo County prepares for a *surge* in COVID-19 cases over the next 2-4 weeks, it is more important than ever to remain diligent. Our staff continues doing a heroic job following the evolving protocols of the CDC and state and local health officials, as well as continuing operations during this extremely stressful time, when they would rather be home with their families. I want to give tremendous thanks to each and every person on our incredible staff. I also want to thank all of our amazing residents *again* for your cooperation, support and patience.

Please continue to wash your hands frequently, disinfect surfaces in your apartments and shelter-in-place. As of today, we have no reported cases of COVID-19 at any of our buildings; however, we continue to make every effort to be prepared. If a resident or staff member is diagnosed with COVID-19, I will issue an Urgent Memo with information and guidance.

Symptoms. To “slow the spread,” and help avoid overwhelming our San Mateo County healthcare system’s capacity, I am reminding all of you to pay close attention to your health. As I have mentioned in previous memos, if you experience symptoms of COVID-19 (fever above 99.5 degrees, dry cough, difficulty breathing), you should *immediately* contact your medical provider and then *alert* the front office. This will help us with containment measures. If you *aren’t* experiencing symptoms, you must remember that you may still be a carrier. For the health and safety of those around you, continue to shelter-in-place.

Shelter-in-Place Questions. Some residents have had questions about the Shelter-in-Place Legal Order issued by Governor Newsom. This legal order is in effect until further notice (definitely through the entire month of April) and is enforceable by law. What does shelter-in-place mean? It means you should not leave your apartment except to get essential supplies, check mail, do laundry, or go to the doctor. You should also not allow social visitors into your apartment. When you

check your mail or do your laundry, you should return to your apartment immediately. You should not linger or “hang out” in any areas of the building that are not your apartment. If you see other residents doing this, your best course of action is to maintain social distancing and return to your apartment immediately. Social distancing means you maintain a 6-foot distance from others. You may go outside for fresh air, but always remain 6-feet away from other people. When you return to the building, go directly back to your apartment and wash your hands.

Inconveniences. During this period of time, residents will experience inconveniences. In order to maintain our schedule of sanitizing high-touch surfaces, common areas continue to remain off limits. In addition, laundry-room days/hours have been shortened, office hours have been reduced, and only emergency work orders are being addressed. I know these inconveniences can be frustrating, but they are an unfortunate necessity now. I continue to be impressed with how all of our residents are handling things during this very difficult time.

SCAMS. Beware of scams targeting seniors! Never give out any personal information over the phone or through email. (The IRS will never call and ask for your personal information.) When in doubt about a person or organization that is offering to help you, consult with your family or trusted friends before doing anything.



March 25, 2020
UPDATE – 11:00am

We are now in the third week of the Coronavirus pandemic. Thank you all for your patience and cooperation! Residents and staff are handling this extremely well, given the circumstances. As of today, we have had no reported cases of COVID-19 at any of our properties. We continue to follow the evolving protocols from the CDC, federal, state and local officials. Below are some updates we have provided to our residents.

Self-isolating. Governor Newsom’s legal shelter-in-place order continues to be in effect and is expected to last eight weeks or more. How does this affect LSC’s residents? It means that residents must stay in their apartments unless they are accessing *essential services* such as pharmacies, grocery stores and banks. Residents may go outside, go to the grocery store, walk their dog – as long as they practice social distancing (keep 6 feet apart from other people). Residents may not loiter in the common areas of their buildings (areas that are not your apartment). This is very important. Please contact office staff via telephone or email only. Remember that even if you don’t have any symptoms of COVID-19, you might be a carrier.

Update on visitors. We continue to rely on each of you not to invite in friends from outside your building for social visits. Please do not socialize with other residents in your apartment unless it is one person and you remain 6 feet apart. Anyone who has to bring you food, supplies, or medications should go directly to your apartment, make the delivery, and leave quickly. We encourage you to call your friends and family to visit socially over the telephone.

Traveling. Residents who **have traveled** in the last 14 days, please contact the front office to let them know. Tell them if you have had any COVID-19 symptoms (cough, fever, difficulty breathing.) If you are **planning to travel**, please let the front office know when you will be traveling. **Upon your return, you will be required to self-quarantine for 14 days.** You will also need disposable gloves and sanitary wipes to wipe down your luggage. After you wipe it down, let it dry for several minutes before entering the building. Please plan ahead so that you will have supplies, food, medications, etc., when you return.

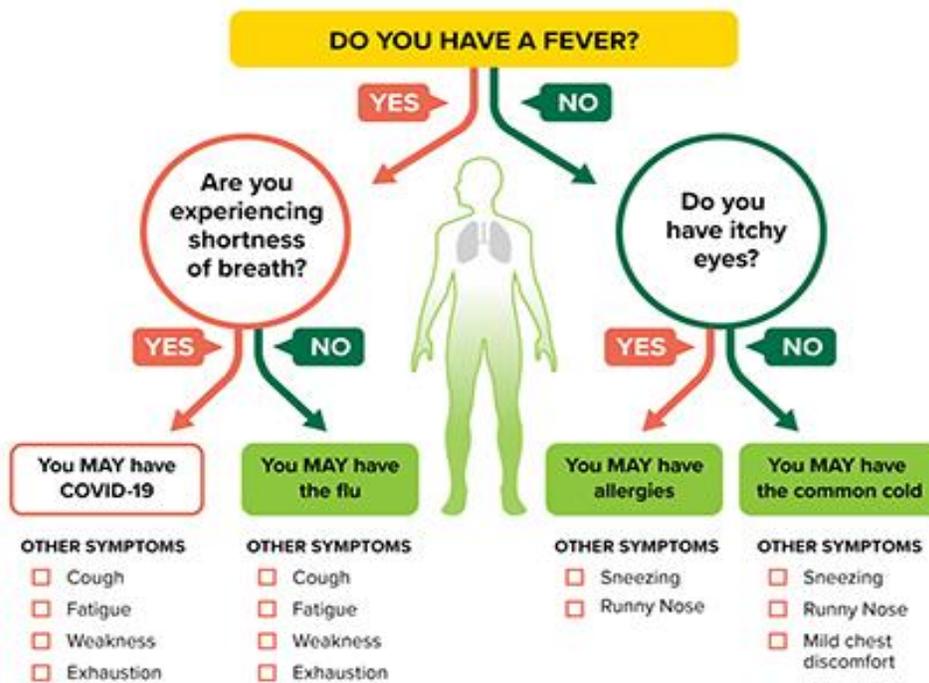
Update on work orders. Only emergency work orders will be addressed until further notice. Generally, this means water is leaking somewhere, a toilet is overflowing, or there is an electrical issue that poses a threat. I know it is frustrating to wait, but we are short-staffed during this crisis and appreciate your understanding.

Staff and essential outside vendors. All outside essential vendors are required to sign in and out. All staff and outside essential vendors are screened daily, including temperature readings. This is to further reduce the risk of exposure to our staff and residents. Working hours for some staff have been reduced for the same reason.

Flu vs. Allergies vs. COVID-19. Attached to this memo is a flow chart that can help you assess symptoms you may be feeling. Please take a look. It is a pretty good tool.

Please keep up the great work! Maintain social-distancing! Wash your hands! Call your doctor if you experience coughing, fever, difficulty breathing! And then notify your Administrator! The entire population of Lesley Senior Communities falls into the high-risk category, so we all have to do our best to protect each other! Thank you!!!

Flu vs. Allergies vs. COVID-19



**These are COMMON SYMPTOMS,
which may vary from person to person.
Only a doctor can give you a diagnosis.**

uab.edu/coronavirus

UAB MEDICINE
The University of Alabama at Birmingham

March 16, 2020
UPDATE – 12:03pm

The Public Health Officer of San Mateo County has announced a legal order directing all residents to shelter at home for three weeks, beginning March 17th. The order limits activity, travel and business functions to only the most essential needs. The order defines “essential activities” as those necessary for the health and safety of individuals and their families (i.e., trips out for food and other supplies and medications, if necessary.)

This is NOT a quarantine; however, residents are now being asked not to have any visitors from outside the properties. LSC staff will continue to be on-site for emergencies, but please have patience, as we are short staffed at this time.

There have been no reported cases of COVID-19 at any of our properties, but we want to continue to be diligent and use an abundance of caution.

Please continue to:

1. Wash hands frequently
2. Maintain social distancing (3-6 feet)
3. Avoid touching eyes and mouth

If you experience symptoms of COVID-19, please call your doctor and let the Administrator know.

March 16, 2020

UPDATE

At Governor Newsom’s direction, LSC has instructed all residents to self-isolate. All common areas have been closed. In addition, staff over 65, or staff with compromising medical issues, have been instructed to stay home from work and self-isolate. Employees or residents who experience any COVID-19 symptoms (cough, fever, difficulty breathing) have been instructed to call their doctor immediately and self-isolate. Lesley Terrace’s Meal Program has instituted mandatory tray service, free of charge. The Assisted Living Facility has been closed to ALL visitors, except for medical personnel. All other residents have been advised to refrain from inviting visitors to their properties. Residents have also been advised to contact the main offices via phone, as opposed to going to the front desks. Only emergency work orders will be addressed until further notice. A quarantine is NOT in effect at this time.

There have been no reported cases of COVID-19 at any of our properties.

March 12, 2020

Lesley Senior Communities Response to COVID-19 (coronavirus)

Our highest priority is protecting the health and well-being of our residents and employees. To that end, Lesley Senior Communities is following guidance from the Centers for Disease Control and Prevention (CDC) and monitoring the CDC for news and developments related to COVID-19 (coronavirus). The immediate health risk for the general public is low; however we are expanding our preventative actions because our residents are part of a more vulnerable population (those including older adults and people with serious chronic medical conditions like heart disease, diabetes and lung disease). Please note that at this time, there have been no reported cases of COVID-19 at any of our properties. We want to thank everyone for their cooperation and patience.

We are currently following the guidelines below, but these may change as we monitor the situation:

- All staff and residents should wash their hands frequently throughout the day. The rule of thumb is to lather and scrub for as long as it takes to sing “Happy Birthday” twice in a row.
- The janitorial/maintenance staff are sanitizing frequently touched surfaces at least three times per day, including doorknobs, elevator buttons, faucets and handrails.
- The janitorial/maintenance staff are increasing the cleaning of high-traffic common areas such as dining rooms and activity rooms.
- We are cancelling Community Forums and all other group activities until further notice. Our Activities Coordinator, Annie Tyo, will be available for more individualized activities with residents one-on-one who are not exhibiting any symptoms.
- The Lesley Terrace meal program will continue to gather in the dining room for meals as usual. Should it become necessary, we will transition to tray service at no cost. We are increasing the distance between tables and encourage residents to keep space between themselves and others during meals.
- We are asking all visitors to enter each building through the main entrance, where the front desk staff will ask them to wash their hands and/or utilize available hand sanitizer whenever they enter or exit the premises.
- We have set up an area at the front entrances of Lesley Terrace and Lesley Towers for visitors and family, in addition to vendors and caregivers, to sign in 24/7 to document who is entering and exiting the building.
- We strongly advise residents to cancel or postpone upcoming travel. Avoid cruise travel.

- Those diagnosed with COVID-19 or those who have reason to believe that they or someone in their household has been exposed to COVID-19 are prohibited from entering the properties.

Other preventative measures for everyone to adopt:

- Stop handshaking – use other noncontact methods of greeting.
- Create habits and reminders to avoid touching your face and cover coughs and sneezes.
- Increase ventilation by opening windows.
- Take every day precautions to keep space between yourself and others.
- Mini-marts are closed.
- Do not sit in the common area lounges, or reception areas.
- Do not linger in any common areas, including the garage.
- Pick up mail and return directly to your apartment.
- Tables are removed from laundry rooms. Residents must put their clothes in their laundry baskets and fold them in their apartments.
- Do not invite guests to the building. Family or caregivers should sign in and go directly to the resident apartment, and leave the premises as soon as they are done.

Watch for symptoms and emergency warning signs:

- Pay attention to potential COVID-19 symptoms including fever, cough, and shortness of breath. If you feel like you are developing symptoms, call your doctor.
- If you develop emergency warning signs for COVID-19 get medical attention immediately. In adults, emergency warning signs include:
 - Difficulty breathing or shortness of breath
 - Persistent pain or pressure in the chest
 - New confusion or inability to be alert
 - Bluish lips or face

If a resident(s) contracts COVID-19, he or she will be taken to the hospital. At that time, the building may be put under quarantine by the San Mateo County Public Health Department. During a quarantine staff and some services may be reduced. There will be inconveniences for residents.

- Residents will not be permitted to come to the common areas or leave the property.
- Residents will have to stay in their apartments and not visit other apartments.
- Use of the laundry rooms will be limited.
- Visitors from outside will be restricted as necessary.
- Residents cannot drive cars in or out of the garage.

- When possible Staff members will deliver mail and packages.
- The Dining Room will be closed. Tray service will be provided.
- Only emergency work orders will be completed.
- The staff will continue to sanitize and disinfect elevators and all common areas.

For more information, please visit the CDC website:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

We will continue to provide updates, but if you have an urgent question, please contact Catherine Evans, Executive Director, at her email address: cevans@lesleysc.org