



April 29, 2020
UPDATE 10:00am

NEWS. Later this week the public health officers of the counties of Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara will issue revised shelter-in-place orders that largely keep the current restrictions in place and extend them through May. The new order will include limited easing of specific restrictions for a small number of low-risk activities. Our population continues to be at high risk. The good news is that substantial progress has been made in slowing the spread of the Coronavirus. This has prevented local hospitals from being overwhelmed with COVID-19 cases and saved lives! It is tempting to want to relax our efforts, but at this stage it is critical to continue doing what we have been doing. Lifting restrictions prematurely could easily result in a surge of cases. Currently, testing capacity is limited and work on a vaccine is just beginning. As I've said before, this is a marathon, not a sprint. Who knew we would all become such great long distance runners.

FACE COVERINGS. A HUGE thank you to the vast majority of you who are wearing face coverings in compliance with the order from the Health Department. For those of you who might be forgetting to wear face coverings, this is a friendly reminder that in San Mateo County it is currently MANDATORY to wear a face covering whenever you are out of your apartment. (For the full legal order, including exceptions, go to: smchealth.org/coronavirus.) This legal order was issued under the authority of California Law. Not wearing a face covering is a misdemeanor crime. Violations can carry a fine up to \$1,000, imprisonment up to 90 days, or both. We are receiving complaints from residents that other residents are not wearing face coverings when they are out of their apartments. As staff, we can require residents to wear face coverings, but for enforcement the police will need to be involved. I truly hope that staff and residents are not put in the position of calling the police. All residents must wear face coverings everywhere on our properties, including apartment patios, building terraces and parking garages. The only time you are not required to wear a face covering at our properties is when you are alone in your apartment.

STAY-AT-HOME ORDER. The other legal order that is still in place is the stay-at-home order (aka shelter-in-place). You may only leave your apartment for essential services (getting food and necessary healthcare.) This means you cannot have social visitors in your apartment or gather in groups anywhere on our properties (including

terraces and patios). Again, not complying with this legal order is a misdemeanor crime subject to a fine and imprisonment.

WE ARE ALL IN THIS TOGETHER. I feel that all of our residents are responsible people who realize that we are in this together. No one wants to be responsible for exposing anyone to the COVID-19 virus, or for spreading the COVID-19 virus at our properties. As seniors, our residents fall into the high-risk category. Our staff, and the majority of residents, continue to go above and beyond to minimize risk.

To date we have had no reported cases of COVID-19 at any of our properties. This is because staff and residents have been extremely careful. We must all continue to be vigilant. As we head into our 8th week of this pandemic, it may seem tempting to relax the rules, but this is the time to redouble our efforts to continue keeping this virus away from our vulnerable population. Remember that you can be asymptomatic and still be a carrier of COVID-19. Wearing your face covering, staying at home, washing your hands, and not touching your face are the best ways to continue to protect yourself, your neighbors, and our staff. We know that face coverings, social/physical distancing and hand washing *are* working to slow the spread!! Keep up the good work!!

BEST COURSE OF ACTION. For residents who are frustrated and upset by seeing other residents not following the rules about face coverings, staying at home, not receiving social visitors, etc., the best course of action for you is to ensure that *you* are wearing a face covering and staying at least *6 feet* away from these other residents. You can only control your own actions. *You* are safest if *you* continue to follow the rules. I know it is frustrating, but to lower your own anxiety level, it is the best course of action. (If you choose to call the police to report other residents, please call the local number and not 911, as 911 is only for emergencies.)

BOREDOM AND ANXIETY. This is a *tough* time, filled with fear, anxiety, and boredom. There aren't too many things within our control right now. Some suggestions that have been recommended by mental healthcare professionals to ease anxiety are below.

Managing Corona Virus Anxiety

- Avoid excessive exposure to media coverage
- Practice self-care and relaxation techniques for daily stress relief
- Keep in contact with your loved ones via social media, texts, and phone calls
- Keep yourself busy: books, puzzles, television, music, journaling
- Accept that some anxiety and fear is normal. Fear and anxiety about a disease can be overwhelming and cause strong emotions.

- Be kind to yourself. Don't be hard on yourself and treat yourself and others with compassion. It's okay to not be okay during these tough times.
- You can only control your own actions. Let go of trying to control the actions or behaviors of others.
- Call the Senior Friendship line at 800-971-0016
- Call 211 for non-medical COVID-19 related questions

LESLEY TERRACE MEAL PROGRAM. As you have noticed in the supermarkets, food supplies have been disrupted by the pandemic. This is causing occasional substitutions and possible last minute changes in the menus. We ask for your patience as we work with our suppliers to fill our orders as accurately as possible.

STATS. As of Monday, 4/27, San Mateo County had 1,099 cases of COVID-19 and 48 deaths.

If you have any questions, please email me at cevans@lesleysc.org.



April 21, 2020
UPDATE 10:00AM

Late Friday, April 17th, the Health Officer of San Mateo County issued a *new* order regarding face coverings. Enforcement of this order will begin at 8:00am on **Wednesday, April 22nd**. The intent of the order is to ensure that all people visiting or working at essential businesses wear a face covering to reduce the likelihood that they may transmit or receive the COVID-19 virus. The intent is also to ensure that people in close proximity to each other wear face coverings.

All members of the public must wear a face covering outside their home (i.e., your apartment) for certain activities and in places of business. The full text of the order can be found at the link below and you are encouraged to read it:

<https://cmo.smcgov.org/press-release/april-17-2020-health-officer-orders-face-coverings-public-workers>

Inside. For residents this means wearing a face covering in all common areas, hallways, terraces, elevators, stairwells, garages, etc. The same rule applies to staff, except when a staff person is alone and in a space not regularly visited by the public. Residents do not need to wear face coverings when they are alone in their apartments.

Outside. A face covering is *recommended* but not required while engaged in outdoor recreation such as walking, but you must still comply with social/physical distancing requirements. This includes maintaining at least six feet of separation from all other people to the greatest extent possible.

Driving. This order does not require any person to wear a face covering while driving alone. You must, however, wear a face covering when using buses, taxis, ride shares, etc.

Face Coverings. A face covering means a covering made of cloth, fabric, or other soft or permeable material, without holes, that covers only the nose and mouth and surrounding areas of the lower face. Examples include a scarf or bandana; a neck gaiter; a homemade covering made from a t-shirt, sweatshirt, or towel, held on with rubber bands or otherwise; or a face mask which need not be medical-grade.

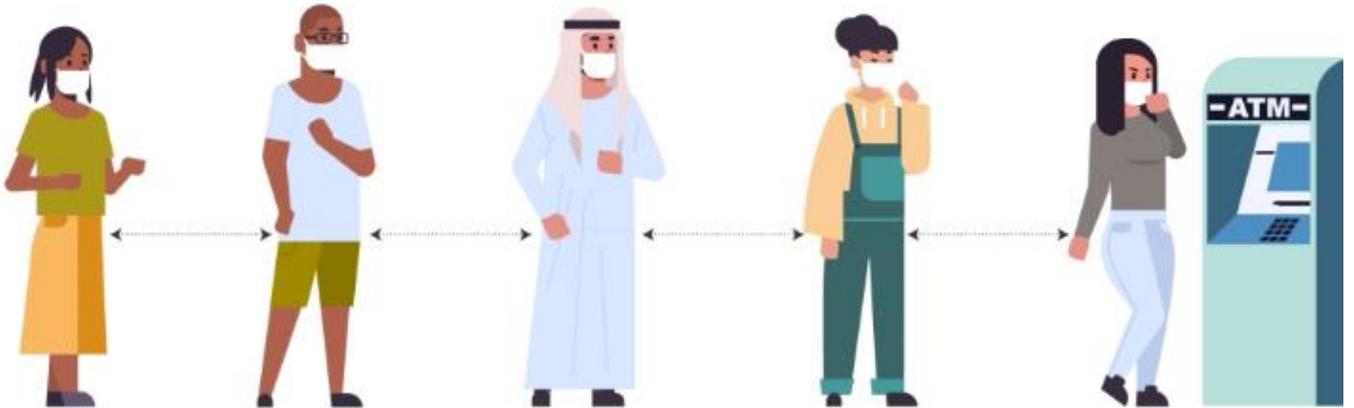
Below is a link from the CDC showing how to make a face covering and additional information about how to wear and clean face coverings.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

The link below is to a Youtube video showing how to make a simple face covering.
<https://www.youtube.com/watch?v=tPx1yqvJgf4>

Social/Physical Distancing Reminder.

Maintain 6 feet of distance at all times if in public



COVID-19 Notices/Information/Health Orders. While it is considerate of residents to forward, drop off, and email copies of public announcements related to COVID-19, or verbally relate to staff these announcements, it is unnecessary. Please be assured that LSC is included on all applicable notification lists and receives up-to-the-minute updates from reliable sources, which are then promptly communicated to staff and residents as appropriate.

As we enter our 7th week of this crisis we all are experiencing times of boredom and frustration, but from all accounts “sheltering in place” is really working. Let’s continue to follow the guidelines and protect ourselves and others.

Stay safe everybody!

April 16, 2020
UPDATE 10:00am

Marathon, not a sprint. On Tuesday, 4/14, Governor Newsom held a press conference that addressed the potential loosening of stay-at-home orders. He was not able to provide a timeline, but stated that the current stay-at-home orders will continue for at least “the next few weeks.” At the same time, his office will follow indicators that may result in loosening stay-at-home orders in the future. These indicators include the ability to

increase COVID-19 testing, the ability to protect vulnerable populations, the capacities of hospitals to handle surges, the development of treatment options, the impact of continued physical distancing, and the availability of supplies. The takeaway continues to be that this pandemic is a marathon, not a sprint. It will take time for life to return to some version of normal, but it will be a new normal. Lesley Senior Communities will follow whatever guidance Governor Newsom provides with respect to modifying stay-at-home orders. For now, nothing changes and the stay-at-home legal order remains in effect. I will continue to update you as we move along.

As of Tuesday, 4/14, San Mateo County had 747 confirmed cases of COVID-19 and 21 deaths. As of today, Lesley Senior Communities has 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 a memo with information and guidance.

Information continues to change rapidly from San Mateo County health officials. A surge in COVID-19 cases was expected by mid-April. Now they are saying that rather than a surge coming in April, a peak in the number COVID-19 cases will happen in mid-May. The projected peak is lower than initially thought, because staying at home (aka sheltering-in-place) appears to be slowing the spread of COVID-19. That is good news!

Feedback. We have received a lot of positive feedback from residents, which we really appreciate. We have also received some negative feedback, which is valuable to us too. I want to share with you some complaints we have received. They all raise good questions, so I wanted to address them for you. Having said that, please remember that residents will continue to experience inconveniences as a result of the COVID-19 pandemic. We are doing our best, but certain inconveniences cannot be avoided.

Face Masks for Staff. In my April 3rd update, I mentioned that Bay Area health officials released new guidance about face coverings. They *recommended* that when you leave your apartment to take care of *essential activities* (i.e., doctor appointments, grocery shopping or pharmacy visits) you should cover your nose and mouth with cloth. This prompted a question from a resident regarding face mask usage by staff. Due to the severe shortage of face masks, our staff wear face masks only when entering a resident's apartment for an emergency work order, when delivering meals (at Lesley Terrace and Lesley Towers), or when meeting with residents if face-to-face interaction is needed. Staff are not required to wear face masks at any other time (i.e., in the offices or other areas in the buildings where work is discussed or performed.) If you are uncomfortable seeing staff without face masks, be sure to maintain physical distancing. In addition, because as a staff we work closely together, it will happen at times that we are less than six feet apart. You will not be affected as long as you yourself are avoiding close contact with anyone. Employees are screened daily, including temperature checks.

Again, the best way to protect yourself is to continue to do the following:

- Wash your hands thoroughly with soap and water for 20 seconds *frequently* throughout the day, and especially after you return to your apartment.
- Do not touch your eyes, nose or mouth. (A good rule is “no hands above your neck.”)
- Stay at home (aka shelter-in-place).
- Physical distancing - maintain a physical distance of 6 feet between you and other people.
- Use a cloth mask when you leave your apartment to take care of *essential activities*.

If you experience symptoms of COVID-19 (fever, dry cough, difficulty breathing), please contact your medical provider immediately and let your building’s Administrator know.

Dirty Windows. We have received complaints that common area windows/glass doors appear smeared. In order to properly sanitize surfaces for the health and safety of residents and staff, the sanitizer we use must remain on the surfaces (in this case glass) for several minutes. The result is the smeared appearance. Unfortunately during this time, this cannot be helped.

No Hand Sanitizer. As you may be aware, there is currently a shortage of hand sanitizer. While we will try to continue providing hand sanitizer at the front entrances of our buildings, we had to remove it from one property due to continued theft. To be safe, residents who wish to use hand sanitizer when leaving their apartments should bring their own hand sanitizer with them when entering or exiting their buildings. (The Health Department requires that we provide hand sanitizer to employees only.)

Shorter Laundry Hours. Some of our properties have shortened laundry room hours. Signs are posted in the laundry rooms of the affected properties. I know this is frustrating, but it is necessary in order to maintain our daily sanitizing schedules. It will be less frustrating if you plan ahead carefully as to how long you will need for your wash cycles and dry cycles. Unfortunately, we cannot make exceptions.

Fewer Staff / Shorter Office Hours. Please continue to have patience with our staff. We are short-staffed due to many factors during this pandemic. Our staff is extremely loyal and dedicated. It is incredible how they are all rising to meet the challenges of daily life right now while also reporting for work and doing an amazing job. The pressure they are under to do their jobs in the midst of this pandemic is truly immense. Without them, we could not operate, so their health and safety is critical to protecting the health and safety of our residents. To continue to protect them and all of you, as of March 13th we ceased conducting applicant interviews and renting up vacant units in an effort to limit the number of outside people entering our buildings (applicants, movers, etc.) Incurring

vacancy losses at this time is preferable to exposing staff/residents to potential preventable risk. To further reduce risk, office hours have been reduced and we are asking residents to call the office instead of coming in person.

Common Areas. Some residents are frustrated that the common areas are unavailable. In order to maintain our sanitizing schedules for your protection, the common areas must continue to be off limits. This doesn't mean you can't step outside of the building for a breath of fresh air, it just means you can't loiter in areas of the building that are not your apartment.

Tray Service Issues. (This applies only to Lesley Terrace.) We are continually working on ways to improve our tray service during this time. Please continue to submit suggestions. We will make every consideration we can within the limitations of the tray service model, which as you can imagine is not as flexible as the dining room service model.

So Many Scams. I have mentioned this before, but please be extra vigilant right now about scams. It is very sad, but unfortunately there are people out there who are zeroing in on seniors with scams during this scary time. Rule of thumb: never give out any personal information over the phone.

Smoking. We have received complaints from smokers who want to smoke at the properties during the stay-at-home order AND we have received complaints from non-smokers who are smelling second hand smoke at the properties and seeing cigarette butts littering the grounds. Per San Mateo County's Regulation of Smoking in and Around Multi-unit Residences, which applies to all multi-unit residences (i.e. condos, apartment buildings, etc.): *"Smoking is prohibited in all units and in any unenclosed and enclosed common area or any other area of a multi-family dwelling or multi-unit residence, and within 30 feet of any operable doorway, window, opening, or ventilation system (see section 4.97.030 in the ordinance for additional details)."*

In addition smoking is causing a maintenance problem at one of our buildings. Residents who are illegally smoking in the breezeways of our 12 story building in San Mateo, are disposing of their cigarette butts on the small roof outside of the main entrance on the ground floor. These butts get washed into the gutters when it rains, which then clogs the gutters and creates quite a mess. We have also received complaints that staff are not cleaning up these discarded cigarette butts fast enough. As you know, we are short staffed and are only able to address emergencies during this crisis. As time permits maintenance will remove the debris left from cigarettes. Smoking of any kind is a health and safety hazard, and is a direct violation of Lesley Senior Communities' Apartment House Rules and Regulations. Residents must not smoke on the properties. If you notice anyone smoking on your property please report it to the administrative staff.

Work Orders. We continue to receive complaints about work orders not being addressed. At this time, we are only able to address emergency work orders. Generally this means

there is some sort of water leak, a clogged toilet, or an electrical issue that poses a threat to the health and safety of our residents.

After Hours Maintenance Calls. If you have an emergency after hours, absolutely call the emergency maintenance phone number. I would just ask that you use your judgment on whether the issue is something that can wait until the following workday. Again, emergencies are generally things like water leaks, clogged toilets or electrical in nature.

Thank you for taking the time to read this lengthy update. I value all of your feedback. With patience and compassion we will all get through this together. It will get better.



April 8, 2020
UPDATE 10:00am

We are now in the fifth week of the Coronavirus pandemic and I want to thank all of our amazing residents and amazing staff! Because of your efforts we currently have no reported cases of COVID-19. Staff are doing a superior job of sanitizing the buildings, screening essential visitors, screening each other, and following all precautions and guidance given by the CDC and state and local health officials. Our residents are also carefully following all recommended guidelines. Even though it feels like this has gone on forever, now is not the time to take anything for granted. In order to continue protecting our community of residents and staff, we need to continue with all of our efforts. Continue sheltering-in-place, wash those hands, and don't touch your face!!

I try to provide current information as fast as I can, but below is a link that you can subscribe to that will also keep you current on local information:

San Mateo Emergency Operations Center <https://cmo.smcgov.org/eoc>

On Monday, San Mateo County Health Officer Dr. Scott Morrow issued new legal orders requiring persons who have tested positive for COVID-19 to isolate themselves and for the close contacts of persons who have tested positive to remain in quarantine for 14 days. It is hoped that these new orders will continue to help flatten the curve, with the goal of not overwhelming our medical system. At Lesley Senior Communities we are requesting that all residents returning from travel, extended stay with family or friends, or returning from an inpatient facility, self quarantine for 14 days. As of Monday, April 6th, San Mateo County had reported 589 cases of COVID-19 and 21 deaths.

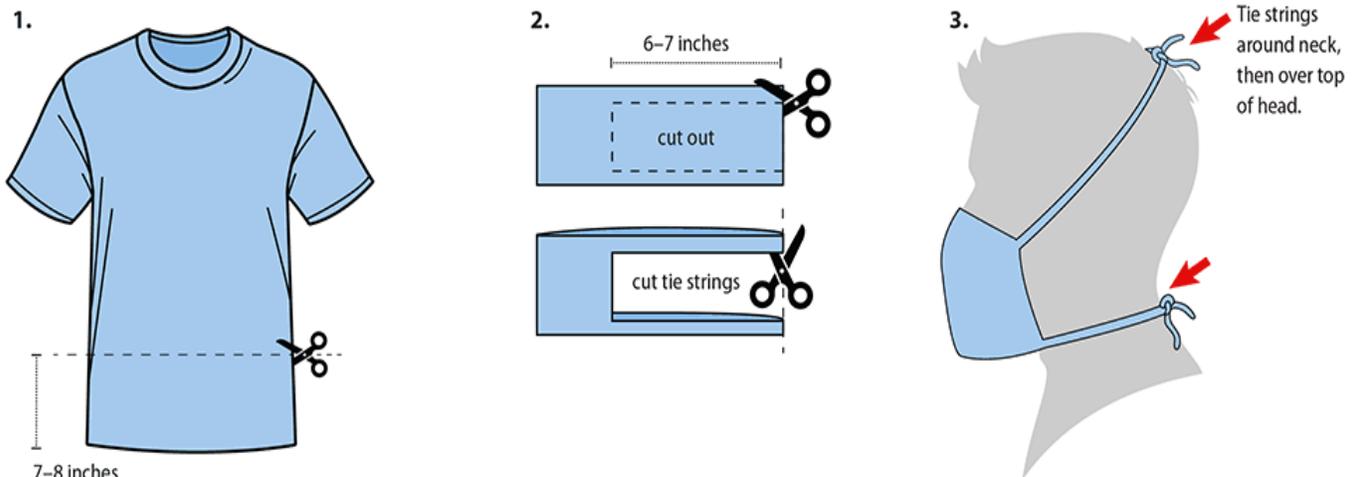
In my last update I mentioned the use of cloth masks when you leave your apartment to take care of essential activities (i.e., grocery store). Below is an example of how to create one out of a t-shirt. (Wash after each use.)

Quick Cut T-shirt Face Covering (no sew method)

Materials

- T-shirt
- Scissors

Tutorial



Finally, sheltering-in-place can feel very lonely and isolating. The Institute on Aging has created a Friendship Line to help. If you are feeling anxiety or loneliness during this COVID-19 crisis, call them at 1-800-971-0016. They can provide a reassuring voice to help. They take calls from all over the Bay Area and are available 24 hours a day.

Again, 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.

April 3, 2020
UPDATE – 10:00am

As some of you may have heard, late yesterday afternoon Bay Area health officials released some new guidance about face coverings. It is now recommended that when you leave your apartments to take care of essential activities (i.e., doctor appointments, grocery shopping or pharmacy visits) you should cover your nose and mouth with cloth. They suggest using things like bandanas, t-shirts, fabric masks, neck scarves or other cloth materials that can be washed and used again. (Face coverings should be washed between uses.) Again, this guidance is recommended for when you leave your apartment.

Officials are not recommending that you use medical masks (N-95 or surgical masks), because there is a shortage of these and they must be preserved for our health care workers and first responders.

The best way to protect yourself is to continue to do the following:

- Wash your hands thoroughly with soap and water for 20 seconds *frequently* throughout the day, and especially after you return to your apartment.
- Don't touch your eyes, nose or mouth. (A good rule is “no hands above your neck.”)
- Shelter-in-place.
- Social-distancing - maintain a physical distance of 6 feet between you and other people.



Here are some tips for when you go to the grocery store:

- If possible, make fewer trips to the store during the week

- Go during the special hours for seniors
- Make a list ahead of time to limit the amount of time at the store
- Wipe the handle of the grocery cart or basket with a sanitizing wipe
- Use hand sanitizer on your hands
- Don't touch your eyes, nose or mouth during your shopping trip
- Stay 6 feet away from other people
- Cover your mouth and nose with a cloth face covering
- Have your groceries packed in paper bags, not reusable bags
- Wash your hands as soon as you get home and again after you put your items away
- Don't touch your eyes, nose or throat even when you're at home

We continue to do the following:

- Sanitize high-contact surfaces at our buildings multiple times per day.
- Screen and temperature check all employees daily.
- Follow all guidance from the CDC and state and local officials.

While we do this, the best thing you can do for yourself and others is wash your hands and don't touch your face! The next two weeks will be challenging, but we're all in this together.

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.

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.

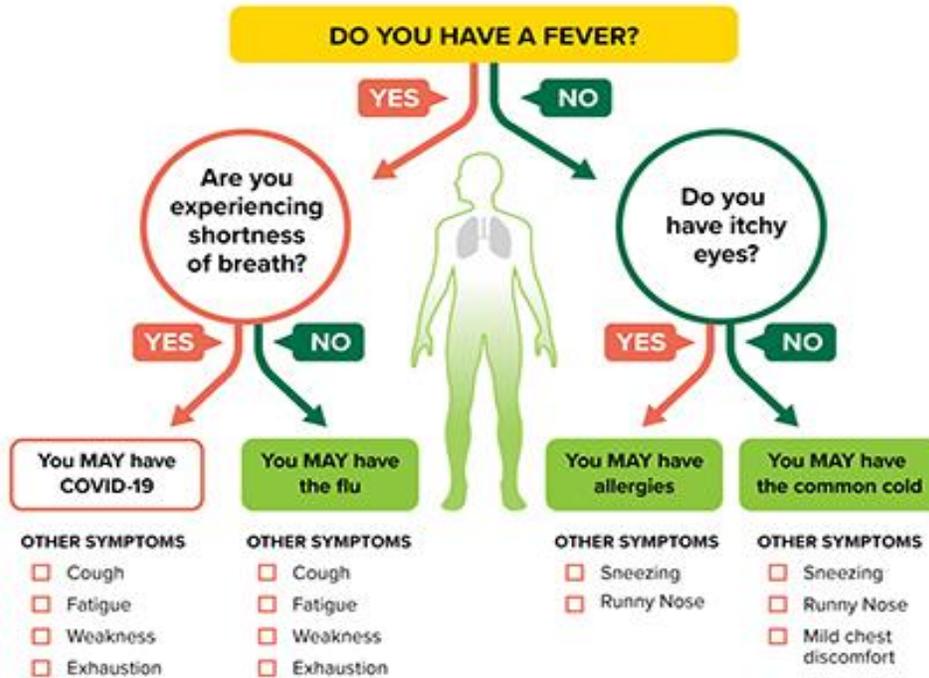
Staff and essential outside vendors. All outside essential vendors are required to sign in and out. All staff and outside essential vendors are screened daily, including temperature readings. This is to further reduce the risk of exposure to our staff and residents. Working hours for some staff have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