



July 31, 2020

Update

KEEP UP THE GREAT WORK! To date we have had no reported cases of COVID-19. You are all doing a great job under difficult circumstances!

Watch List. Unfortunately, since my last update, San Mateo County has been added to the Watch List, due to an increase in the rate of COVID-19 cases in the county. This means that if the county exceeds the state's case rate threshold for three consecutive days, certain businesses will be required to cease operations again (i.e., gyms, churches, hair/nail salons, shopping malls, and other businesses that are considered non-critical.) It is believed by county officials that the local case rate will not decrease within three consecutive days (by August 1st), so businesses are preparing to shut down. Since Lesley Senior Communities is an essential business, we will continue operating as we have been. It is critical that we all continue being extra careful for the health and safety of ourselves and our LSC community. You have all risen to this challenge beautifully. Keep up the great work!

Handling Groceries. I received a request this week from a resident asking for updated guidance on grocery shopping and handling groceries when you get home. Per the CDC, the risk of infection by the virus from food products, food packaging, or bags is thought to be very low. Currently, no cases of COVID-19 have been identified where infection was thought to have occurred by touching food, food packaging, or shopping bags. Having said that, here are some tips from the CDC:

- When handling packaged food, do not use disinfectants designed for hard surfaces, such as bleach or ammonia to wipe down food packaged in cardboard or plastic wrap. However, after you handle the packaged food, wash your hands to be extra safe.
- When handling and cleaning fresh produce, do not wash with soap, bleach, sanitizer, alcohol, disinfectant or any other chemical. Instead, gently rinse fresh fruits and vegetables under cold, running tap water. For firm produce, like potatoes, cucumbers, melons, etc., scrub with a clean brush under cold, running tap water. When you are finished, wash your hands.
- While at the grocery store, wear a face covering, wipe the shopping cart handle with a sanitizing wipe, and use your hand sanitizer.
- As soon as you get home, wash your hands.
- After you have completed unpacking your groceries at home, wash your hands again.

Activities Program. Due to the COVID-19 pandemic, I have made the difficult decision to close down our activities program for the foreseeable future. Please join me in thanking Annie Tyo for her outstanding and compassionate work with our residents. We will all miss Annie greatly! If you would like to send Annie well wishes, please send them to me and I will ensure she receives them.

STATS. As of Wednesday, July 29th, San Mateo County had 5,398 cases of COVID-19 and 118 deaths.

July 17, 2020

Update

Face Masks. Next week we will be distributing washable/reusable face masks to each resident. Each resident will receive 10 masks. The goal is to help increase your personal supply of face masks so you will wear them for the continued health and safety of everyone. Remember that you don't have to be experiencing COVID-19 symptoms in order to be a carrier of the virus and spread it to others.

The News. COVID-19 cases continue to spike in San Mateo County. Since my last update on July 2nd, Governor Newsom has ordered a *statewide* sweeping shutdown of operations that had begun reopening. These include dine-in restaurants, wineries and tasting rooms, movie theaters, family entertainment centers, zoos, museums, cardrooms, and bars and pubs. Outside dining is still allowed, but I would strongly *discourage* our residents from participating. Governor Newsom ordered additional restrictions in counties on the state's COVID-19 Watch List, forcing the closure of gyms, churches, hair salons, malls, and other businesses. San Mateo County is not currently on the Watch List, but I would strongly encourage our residents to avoid these locations.

Now is not the time to let down our guard. I think the fact that, so far, we have had no reported cases of COVID-19 in our buildings is because residents and staff have been diligent about following the protocols. Please, please continue to do the following:

- Wear face coverings whenever you are not in your apartment.
- Maintain 6 feet of physical distance between yourself and others.
- Maximum of 2 people in elevator at one time. Please have patience.
- Avoid crowds.
- Wash your hands frequently for at least 20 seconds with soap and warm water.
- Use hand sanitizer.
- Don't touch your face.
- Keep at least two weeks of supplies in your apartment.
- Shelter in place as much as possible.
- Pay attention to your health. If you experience any symptoms of COVID-19, contact your doctor immediately. Symptoms include: fever above 99.5 degrees, cough, shortness of breath, loss of taste or smell, bluish lips or face, confusion.

STATS. As of Wednesday, July 15th, San Mateo County had 4,333 cases of COVID-19 and 114 deaths. That is an increase of 1,101 cases and 6 deaths since June 29th.



July 2, 2020

Update

ALL RESIDENTS ARE REQUIRED TO WEAR FACE COVERINGS

Governor Newsom has now mandated the use of face coverings STATEWIDE by all Californians. For LSC residents this means you are required to wear a face covering IN AND AROUND all of our buildings, except when you are alone in your apartment. *(The only other exception applicable to our residents is if you have a medical condition that obstructs breathing if you wear a face covering. Please get a doctor's note if this is the case.)* The Governor stated, "If you're not going to stay home, and you're not going to wear masks in public, we have to enforce, and we will." Vice President Pence is now advocating wearing face coverings as well.

Per the Governor's mandate, you must wear a face covering when outside of your apartment, inside any indoor public space, in line to enter any indoor public space (i.e., grocery/retail stores), when at any medical facility, and waiting for, or riding on, public transportation. Most important, you must wear a face covering when outdoors in public spaces when you are unable to maintain a physical distance of 6 feet.

Be sure to wash or replace face coverings often and wear properly, covering nose and mouth.



COVID-19 CASES ARE SPIKING IN THE BAY AREA.

With the current swell of COVID-19 cases in the Bay Area, it is critical that we all take the necessary actions to slow the spread again. The growing consensus is that it is most common to contract COVID-19 from close-up, person-to-person interactions, as opposed to contracting it from surfaces. The upside

of this is that you have a lot of control over person-to-person interactions. Wearing a face covering, continuing with good hand hygiene (wash hands frequently for at least 20 seconds), and not touching your face are the best and easiest means of prevention.

Last week was a devastating week for the United States, during which many states broke records for new confirmed cases in a day. Some states are now slowing their reopening plans and returning to previous restrictions to slow the surge. The best way to help slow the spread is to do your part and wear a face covering. If you see others not doing their part, make sure to maintain a six foot distance from them.

Large Crowds. The Governor was very clear that individuals over 65 or with underlying health conditions should stay home. If you choose to participate in activities outside of our building in which other people are gathering (community events, protests, etc.) it is especially important that you consider where you live and how your actions will affect other residents. If you still choose to risk the health and safety of yourself and others, wear face coverings, maintain social distancing, wash/sanitize your hands frequently, and do not touch your face. When returning to the building, go directly to your apartment and wash your hands. Wear face coverings in the building and stay six feet away from everyone.

Outside Caregivers. If you receive assistance from an outside caregiver, please let your Administrator know. We would like to make sure our database of outside caregivers is complete and to ensure that outside caregivers are following our safety protocols.

Outside Vendors. One of the many COVID-19 precautions LSC takes is screening all outside vendors before they are allowed into any of our buildings. We take their temperatures to ensure they don't have a fever and we ask them various screening questions. In addition, we require them to wear face coverings and other protective gear as necessary. Last week we had an outside vendor who refused to wear a face covering. We made him leave. We take wearing face coverings very seriously. We take the protection of our residents and staff very seriously.

Move-Ins & Move-Outs. Part of our new COVID-19 prevention protocols for move-ins and move-outs is notifying all residents in the building affected by the move with the date and block of time the move will occur. The notices will direct you to avoid certain areas of the building during the move, for the health and safety of all.

Fourth of July. Independence Day is this Saturday. We wish everyone a safe and happy July 4th. Please stay home. It seems that within 14 days of a holiday weekend, a spike in COVID-19 cases occurs in our County.

STATS. To date, we have had no reported cases of COVID-19 at any of our buildings. As of Monday, June 29th, San Mateo County had 3,232 cases of COVID-19 and 108 deaths.

June 26, 2020

Update

Some good news. To date, we have had no reported cases of COVID-19 at any of our properties (*knock on wood*). A huge thank you to residents and staff. Keep up the good work!

Face Coverings. On Thursday, 6/18, Governor Newsom mandated the use of face coverings by all Californians. For residents this means wearing a face covering at all of our buildings when outside of your apartment, inside or in line to enter any indoor public space (i.e., grocery/retail stores), when at any medical facility, and waiting for or riding on public transportation. Most important, be sure to wear a face covering when outdoors in public spaces when you are unable to maintain a physical distance of 6 feet. The growing consensus is that it is most common to contract COVID-19 from close-up, person-to-person interactions, as opposed to contracting it from surfaces. The upside of this is that you have a lot of control over person-to-person interactions. Wearing a face covering, continuing with good hand hygiene (wash hands frequently for at least 20 seconds), and not touching your face are the best and easiest means of prevention.

Be sure to wash or replace face coverings often and wear properly, covering nose and mouth.

Outside Caregivers. If you receive assistance from an outside caregiver, please let your Administrator know. We would like to make sure our database of outside caregivers is complete and to ensure that outside caregivers are following our safety protocols.

Reopening. Many outside businesses are reopening. Unfortunately, this puts seniors at increased risk. When you leave your apartment for essential or nonessential activities, please be careful. Currently LSC is working on a reopening plan that will consist of phases. I will talk about this plan in an upcoming update. For the time being, nothing is changing at our properties, because COVID-19 cases are not leveling off or declining in San Mateo County.

STATS. As of Wednesday, June 24th, San Mateo County had 2,996 cases of COVID-19 and 104 deaths.

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



June 19, 2020

Update

The News. San Mateo County's Health Officer, Dr. Scott Morrow, issued a new order, effective June 17th, which says that San Mateo County "can continue the gradual re-opening to match the maximum allowed by the State's Resilience Roadmap." This means San Mateo County is in Stage 2 and aligned with the State. Stage 2 involves re-opening lower risk workplaces (i.e., retail, manufacturing, offices) and dine-in restaurants, hair salons, zoos, gyms, museums, hotels, campgrounds and schools/day

camps. These businesses may re-open, but will be required to have COVID-19 prevention protocols in place, including face coverings and social distancing requirements. Stage 3 involves re-opening higher risk work places. Stage 4 will bring the end of the stay at home order. This would involve re-opening larger gathering venues, such as nightclubs, concert venues and live audience sports. Individuals 65+ or with underlying health conditions should continue to stay at home until Stage 4.

What does this mean to our residents? Because the County is still in Stage 2, nothing really changes at senior housing properties. We are still under the stay at home order (aka shelter in place). We continue to allow essential visitors only. You should continue to limit time outside your home, and travel only for essential activities (i.e., healthcare, food, outdoor exercise and recreation.) If you choose to visit any of the places in the community that are re-opening, please be very cautious, wear face coverings, maintain social distancing of at least 6 feet, and wash your hands frequently, or use hand sanitizer, while you're out. Per Dr. Morrow, *"As we ease restrictions, the power to control the spread of the virus lies with individuals and communities. Collective behavior will determine our destiny. If enough people, businesses, or organizations in the community do not follow the protective recommendations, the virus may spread with abandon."* To date almost 90% of COVID-19 related deaths in San Mateo County occur in people 60+ years of age.

Second Wave. A second wave of the virus is predicted in August by Dr. Morrow. In order to avoid overwhelming the healthcare system, please continue wearing face coverings, washing hands and social distancing.

Elevators. Only 1-2 people should ride in the elevators together. Always wear a face covering in the elevator.

Copies and Faxes. Due to the many new duties required of staff to comply with COVID-19 prevention plans, we continue to be stretched pretty thin. As a result, I have directed staff that they may only make copies of documents, and fax documents, for residents IF those documents are related to their residency (i.e., recertifications). We will no longer make copies or fax documents of a personal nature for residents. We have over 500 residents, so you can imagine how time consuming this can become. In addition, we are continuing to limit personal physical interactions during the pandemic.

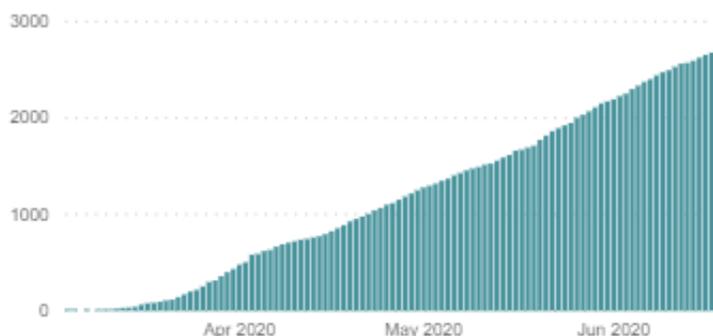
Move-ins/Move-outs. Since changing residences is now included as an essential activity, you will notice that we are renting up vacant units again. This means you will see tenants moving in and out of our properties. We are scheduling move-ins and move-outs carefully, so as not to overwhelm staff or residents. All move-ins and move-outs are coordinated by the administrative staff and comply with our COVID-19 prevention protocols. Please be cautious, however, if you come upon movers in the building. Do not get on the elevator with movers, as we need to sanitize the elevators after each use by movers. Maintain a social distance of at least 6 feet from movers. Wear your face covering whenever you are out of your apartment.

Please do not speak to movers or any other outside workers performing services in the buildings. These folks cannot answer any questions. For your safety, and theirs, you should not interact with them. If residents have questions they need to call the administrative office.

FATHER'S DAY. Father's Day is this Sunday. I know families want to gather with their fathers in person on Sunday, but please remember that we don't allow social visitors at any of our properties at this time. If you meet up with family off-site, please remember to wear face coverings, wash your hands and maintain social distancing. I would encourage the use of Facetime, Skype, etc. Everyone at LSC would like to wish a very Happy Father's Day to all of our residents who are fathers and father figures.

STATS. As of Wednesday, June 17th, San Mateo County had 2,678 cases of COVID-19 and 99 deaths. (The breakdown of cases in areas where we have properties, as of June 11th – San Mateo 621; Belmont 40; and Half Moon Bay 45.)

Total Cases by Day in San Mateo County, as of 6/17



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

June 3, 2020

UPDATE

THANK YOU! We are now in the 13th week of the Coronavirus pandemic. I have been observing how many senior housing facilities in the Bay Area, and around the country, are dealing with the frightening effects of COVID-19 outbreaks in their buildings. With the incredible efforts of our staff and residents, we continue to be one of the rare and lucky organizations that hasn't yet had a case of COVID-19. For this I want to sincerely thank all of the 500+ residents of Lesley Senior Communities. You have risen to the challenge with patience, grace and humor. The Governor's stay-at-home order has been lonely, boring, frustrating, and scary, but it is making a difference. I also want to sincerely thank our staff. They continue to do their regular jobs with great care while also taking on additional COVID-19 prevention responsibilities. I am very grateful to all residents and staff, especially this week as we see our country dealing with the effects of racism, protests and violence. These are difficult days.

CURFEW. On Tuesday San Mateo County issued a two-day curfew order. All non-exempted individuals must remain indoors between the hours of 8:30pm and 5:00am through Wednesday, June 3rd. This curfew is related to the protests, not the COVID-19 pandemic.

A SCARE. We had a scare this week that I want to tell you about. A resident at one of our properties self-reported that the IHSS (In Home Support Services) worker who tends to this resident's essential

needs tested positive for COVID-19. Thankfully, the resident tested negative. This incident highlighted a few things. First, the resident did everything right! - informing the administrator, getting tested immediately, confirming that the worker had no contact with any other residents, and fully self-quarantining until testing could be done. The resident was responsible, cooperative and showed great concern for the other residents in the building by following the stay-at-home order all along, thus reducing the chances of transmission to other residents if infected. Second, we were able to protect this resident's privacy, which I know may be a concern for some of you who may feel uncomfortable coming forward. If you need to self-report, please know we will respect your privacy too. Finally, we were able to examine our protocols to ensure we are prepared in the event that a resident does test positive for COVID-19 in the future. I'm happy to report that in addition to being prepared, we were able to see that our current efforts are working as we continue to be extremely proactive with respect to sanitizing our buildings and educating staff and residents. And your efforts are working! Staying at home, paying attention to your health, washing your hands, wearing face coverings, maintaining social distancing, and not touching your face are all contributing to our success thus far.

Please continue doing what you're doing. And if you experience any symptoms of COVID-19 (fever, cough, difficulty breathing), I implore you to contact your doctor immediately and notify your administrator. Tell your doctor that you live in a senior housing facility and need to be tested as soon as possible. The testing for the resident I mentioned was scheduled and completed (with results) within a four hour period.

WHAT IF A RESIDENT TESTS POSITIVE. Way back in my April 8th update memo I mentioned that San Mateo County Health Officer Dr. Scott Morrow issued new legal orders at that time requiring persons who tested positive for COVID-19 to isolate themselves. Now is a good time to for a quick refresher. If you test positive for COVID-19, here is what will happen:

1. Please notify your administrator immediately. Let them know if your doctor has advised you to go to the hospital or if your doctor has recommended you recover at home in your apartment.
2. If you go to the hospital to recover, please contact your administrator prior to returning home to ensure protocols are in place upon your return.
3. If recovery will take place in your apartment, begin full quarantine. Quarantine is different from sheltering-in-place. When you shelter-in-place, you may still leave your apartment to check your mail, do laundry, take out trash, get groceries/supplies, walk your dog, etc. When you quarantine, you won't leave your apartment for any reason, except medical appointments. This means no doing laundry, no checking mail, no taking out trash, no walking your dog, no getting groceries/supplies, etc.
4. The Health Department will be called in to assist staff and assess the situation. They will ask you who you have had contact with over the previous 14 days to perform contact tracing. They will also determine, along with your doctor, how long you need to quarantine.
5. Management will work with you and your family to ensure your mail is delivered, essential supplies and/or food is delivered, essential laundry is cleaned, etc. Staff will arrange to take away your garbage, so you won't need to leave your unit to dispose of trash. We have protocols in place for all of these.
6. After you provide the administrator with a copy of your negative COVID-19 test, you will change from quarantine mode back to the constraints of the regular stay-at-home order.

FOOD AND ESSENTIAL SUPPLIES. We should all be prepared in the event we test positive for COVID-19. The moment a resident (or staff) gets diagnosed they will either be instructed by their

doctor to go to the hospital or recover at home. If recovering at home in your apartment, you will be on full quarantine. As mentioned above, this means you will not be able to leave your apartment for any reason. It would be a good idea now to make sure that you have enough food and supplies to last during a potential recovery period at home. At Lesley Terrace, tray service will continue for you for breakfast and dinner, but you may want to stock up now on lunch items and essential supplies. At our other properties, we have some residents who utilize Meals on Wheels or Samaritan House for meal deliveries, which will continue, but if you are not on those programs you will want to stock up on food and other essential supplies now in preparation...just in case. If you test positive for COVID-19 management will work with you and your family if the best way for you to get supplies at that time is by having family members bring you things. Family won't be allowed in the building or your apartment if you have COVID-19, but staff will be able to deliver items from your family to you during business hours, following safety protocols. Now is a good time to speak with your family to come up with a plan.

HEAT. We are experiencing some warmer than usual weather this month in San Mateo and Belmont. We have a limited number of fans available for loan at each property, which will be loaned out based on need (some apartments are warmer than others.) Please contact your administrator to determine if you qualify for a loaner.

ACTIVITIES COORDINATOR. Our activities coordinator, Annie Tyo, has returned! Since we are unable to hold group activities at this time, Annie is working on some ideas to help residents individually. She is also working on a newsletter for all residents with suggestions for things to do while staying at home, internet sites to check out, games to try, brain teasers, etc. Be on the lookout for Annie's newsletter soon.

SHELTER-IN-PLACE ORDER REVISED. Effective June 1st the Governor's shelter-in-place order changed *slightly*. Nothing really changed for LSC residents, unfortunately. Beaches are allowed to operate normally, as long as beachgoers adhere to social distancing and face covering guidelines. Places of worship must encourage congregants over the age of 50 or with chronic health conditions to participate virtually. Retail stores must provide curbside or outside pick-up and delivery options. Per Dr. Scott Morrow, that San Mateo County Health Officer, "These modifications seek to increase the immunity of the population slowly and methodically, while minimizing death. We are trying to keep equity in mind and minimizing economic damage, while not overloading the health care system. The virus continues to circulate in our community, and the increase in interactions among people that these modifications allow is likely to spread the virus at a higher rate."

The revised order does not expand the stay-at-home constraints of our residents; HOWEVER, it does cause me concern *for* our residents. As folks outside of our buildings expand where they go and what they do, that means more people are coming into direct contact with each other outside of the walls of our properties. More contact increases the chances of transmission of COVID-19. This means we all must be hyper aware of who we allow into our buildings. As I mentioned last week, since our buildings are locked at all times, residents have the most control over who enters the buildings after hours, because people who come in are being *invited* by residents. Please remember to do the following six things to protect yourself and your neighbors:

1. Evaluate whether the person you invite to the property is providing an essential service for you. If they are not, please visit over the phone.

2. For your essential visitors, please tell them that you are trying to protect yourself and your neighbors and kindly ask them to sign in at the front entrance when they arrive (including after hours and on weekends). This is not time consuming or difficult, but it is very important. Should we experience an outbreak of COVID-19, the Health Department will refer to our logs to perform contact-tracing.
3. Kindly ask your essential visitors to wear face coverings upon entering and leaving the building – especially in elevators. (Please don't crowd the elevators, 1-2 people at a time.) *Wearing face coverings is considered a sign of respect to those around you during this pandemic.*
4. Kindly ask that they not bring children under the age of 16.
5. Kindly ask that they maintain at least 6 feet of distance between themselves and residents.
6. Kindly ask that they bring and use their own hand sanitizer and/or wash their hands upon entering and leaving your apartment.

STATS. As of Tuesday, June 2nd, San Mateo County had 2,212 cases of COVID-19 and 84 deaths.

May 29, 2020

Update

VISITORS & SOCIAL DISTANCING. The most common complaint we are receiving lately from all properties is that some residents are observing visitors in the buildings after hours and on weekends who are not signing in upon entry, entering buildings through side doors instead of the main entrance, bringing children, not wearing face coverings and not maintaining social distancing.

Rather than scolding or shaming each other, I think we can all agree that our common goal is to prevent the transmission of COVID-19 to residents and staff. To achieve this goal we need everyone's help. As residents, you have the most control over who enters the buildings after hours. As such, I appeal to all of you to please do your part for the greater good. The general public seems less and less concerned about the transmission of COVID-19 to others, so all of us who work in, and live in, senior housing need to be that much more careful. You and your neighbors fall into the high-risk category if infected. Please help us limit visitors to *essential* visitors only by controlling who you invite into our environment, and asking them to help protect our environment.

Please consider how easy it is to do the following six things to protect yourself and your neighbors:

7. Evaluate whether the person you invite to the property is providing an essential service for you. If they are not, please visit over the phone.
8. For your essential visitors, please tell them that you are trying to protect yourself and your neighbors and kindly ask them to sign in at the front entrance when they arrive (including after hours and on weekends). This is not time consuming or difficult, but it is very important. Should we experience an outbreak of COVID-19, the Health Department will refer to our logs to perform contact-tracing.
9. Kindly ask your essential visitors to wear face coverings upon entering and leaving the building – especially in elevators. (Please don't crowd the elevators, 1-2 people at a time.) *Wearing face coverings is considered a sign of respect to those around you during this pandemic.*
10. Kindly ask that they not bring children under the age of 16.
11. Kindly ask that they maintain at least 6 feet of distance between themselves and residents.

12. Kindly ask that they bring and use their own hand sanitizer and/or wash their hands upon entering and leaving your apartment.

Our buildings are independent living facilities. As such, they are not staffed 24/7 to the degree needed to monitor all entrances and exits all of the time. In addition, management can make everyone aware of the legal orders, but cannot oversee them 24/7 and is not in a position to enforce them. Enforcement of legal orders is carried out by the police, not management.

To date we have had no reported cases of COVID-19 at any of our buildings; however, we risk being exposed if residents do not follow the legal order regarding sheltering-in-place and essential visitors. Management continues to make every effort to be prepared, but we can't do it alone.

For those residents who see other residents break the rules, please don't become confrontational. If you see other residents not wearing face coverings or not social distancing, your best course of action is to wear your own face covering and maintain your social distancing.

SHELTER-IN-PLACE. To keep us all current, we are still under the shelter-in-place legal order. This legal order is unique in that it relies heavily on citizens to follow it based on the honor system. In other words, there are no SWAT teams roaming the city and swooping down on people breaking the rules. Police are issuing citations for violations of the legal order, but they definitely have higher priorities, which means management has to rely on residents to do the right thing.

Residents may call 311 to report possible shelter-in-place violations or health order violations.

REFRESHER. The shelter-in-place order (aka stay-at-home order) states that you should stay at home except for essential activities. Essential activities include trips to hospitals, grocery stores, pharmacies, hardware stores, banks and gas stations. You should not have any visitors except for essential visitors or those providing homecare services. Essential visitors are people bringing you food, medications or essential supplies. (It is okay to walk your dog if you practice social distancing and wear a face covering.) Social gatherings of any size are still banned. You should not closely socialize with friends or neighbors who do not live in your unit.

THE SHELTER-IN-PLACE ORDER IS IN EFFECT UNTIL FURTHER NOTICE BY THE GOVERNOR'S OFFICE. IT DOES NOT END ON MAY 31ST.

FACE COVERINGS. All essential businesses require face coverings. As you know, grocery stores will not allow people in without face coverings. LSC is an essential business. We require face coverings when not in your units.

FRUSTRATION. For those who are frustrated by the behavior of others, ultimately you can't control other people's choices. Please don't take matters into your own hands. Take care of yourself by doing the right thing and hope that others will follow your lead.

SOMETHING FOR FUN. On a brighter note, some residents are finding a lot of joy on the internet. If you search on "free museum virtual tours" you will find some amazing sites! You can also search on free virtual classes or free virtual card games for fun. If you find a site you like and would like to share that information, please let staff know and I can include in my next update.

STATS. As of Wednesday, 5/27, San Mateo County had 2,022 cases of COVID-19 and 82 deaths.

May 15, 2020
UPDATE

NEW SYMPTOMS. The Centers for Disease Control and Prevention (CDC) has updated the list of symptoms for COVID-19. In addition to cough, fever, and difficulty breathing, they have added chills, muscle pain, sore throat and a new loss of taste or smell. In addition, they have named the following as emergency warning signs: trouble breathing, persistent pain or pressure in the chest, new confusion or inability to arouse, and bluish lips or face. Please pay special attention to your health and if you have any of the emergency warning signs, get medical attention immediately and let your Administrator know.

HEALTH OFFICER. San Mateo County's Health Officer will issue a new local shelter-in-place order, effective May 18th, that will align San Mateo County with the state's shelter-in-place order and with the early phases of Stage 2 of California's Resilience Roadmap. This doesn't change the Governor's current shelter-in-place order, effective through at least the end of May, but it will lead to the gradual reopening of retail stores (for curbside pickup only) in San Mateo County.

RESILIENCE ROADMAP. Below are the stages of what is now being called California's Resilience Roadmap:

STAGE 1 – SAFETY AND PREPAREDNESS. Make workplaces safe for our essential workers.

STAGE 2 – LOWER-RISK WORKPLACES. Gradually reopen retail (curbside only), childcare, manufacturing & logistics. Later, relax retail restrictions, adapt & reopen schools, offices & limited hospitality, personal services.

STAGE 3 – HIGHER-RISK WORKPLACES. Adapt and reopen movie theaters, religious services, more personal & hospitality services.

STAGE 4 – END OF STAY AT HOME ORDER. Reopen areas of highest risk: concerts, conventions, sports arenas.

STAGE 2. Transition to STAGE 2 will occur through a STATEWIDE modification to the stay-at-home order. This has not happened yet. The following key indicators will be considered by the Governor and health officials (by County) before moving to STAGE 2:

- Hospitalization and ICU trends stable.
- Hospital surge capacity to meet demand.
- Sufficient personal protective equipment (PPE) supply to meet demand.
- Sufficient testing capacity to meet demand.
- Contact tracing capacity statewide.

HIGHER RISK INDIVIDUALS. Please note that per the Roadmap higher risk individuals (over 65 or with serious medical conditions) should continue to stay home until **STAGE 4**. Covid-19 is not going away anytime soon.

SCAMS. The San Mateo County District Attorney and Aging & Adult Services continue to warn residents about scammers who are actively using the COVID-19 crisis to take advantage. The types of scams to be on the lookout for include fraudulent and nonexistent products and services such as vaccines and cures, house cleaning services, air filters, fake charities, and test kits as well as stimulus check scams. Please be careful! There is NO CURE and NO VACCINE available for COVID-19. “Special” cleaning services / air filters do not work. COVID-19 test kits should only come from trusted medical providers.

MOVE-INS. We have not allowed any new move-ins or applicant interviews since mid-March. Our next big challenge is to begin allowing these in June at a *slow rate*. To protect residents and staff, we will follow guidance from HUD, the CDC and the California Department of Public Health to create and enforce safety protocols and procedures. It will be very important in the coming months, as we rent up vacancies, that everyone is vigilant about not lingering in common areas in addition to being sure to wash hands, use hand sanitizer, and not touch your face after leaving and returning to your apartment. Some patience will be required with the elevators as well. We will need time to sanitize the surfaces in the elevators between move-ins and residents should not get on the elevators with movers.

PROCLAMATION. On May 12th Governor Newsom issued a proclamation declaring May 2020 as “Older Californians Month.” Currently in California there are 5.3 million residents 65 and over. In part the proclamation states: “We deeply appreciate that older Californians were the first to stay home during the COVID-19 pandemic and as a result are saving lives every day through their commitment and resolve.”

REMINDERS. I know we’re all tired of hearing this, but these are *still* the most important things you can do to be safe:

- 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*.

STATS. As of Wednesday, 5/13, San Mateo County had 1,536 cases of COVID-19 and 65 deaths.

To date we have had 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.

May 7, 2020

UPDATE

Every day during this pandemic I participate on a conference call with others around the country who work in senior housing. We are all concerned as the press continues to talk about relaxing stay-at-home restrictions. In California the press talks about entering stage 2 of Governor Newsom’s plan to reopen California businesses. Stage 2 involves reopening schools, summer programs, childcare

facilities and low-risk businesses, as long as adaptations and modifications are made to promote social distancing. This week landscapers/gardeners returned to work and construction was allowed to resume. (Stage 3 involves allowing high-risk work places to reopen, including hair/nail salons, gyms, movie theaters, and churches. Stage 4 involves ending the stay-at-home order and reopening the highest-risk parts of the economy including concerts, convention centers, and sports events.) Governor Newsom said on Tuesday that by this Friday some retailers, like bookstores and florists, will be allowed to reopen if they abide by guidelines. Organizations who support seniors, including LeadingAge and Justice in Aging, are on the front lines in Washington DC making sure the plight of seniors is heard. On Tuesday, Justice in Aging released a statement warning state and local governments that relaxing social distancing measures too soon, and opening businesses prematurely will place entire communities of seniors at risk, because “the health of everyone is connected as we begin to interact with one another.” Each county in California is unique, however, and San Mateo County is phasing in modifications slowly due to continued reported new cases. Thankfully, the stay-at-home order is still in effect through at least the end of May. It is hoped that the spread of the coronavirus will continue to decline, but we will have to wait and see what Governor Newsom announces between now and the end of May. In the meantime, please continue doing what you’re doing (wear face coverings, stay-at-home, maintain social distancing and wash your hands) and know that all of us who work in senior housing continue to fight for the health and safety of our residents.

MOTHER’S DAY. Mother’s Day is this Sunday. I know families wish they could gather with their mothers in person on Sunday, but please remember that we don’t want to put anyone’s mother at risk, so continue staying home and invite your loved ones to call you, Facetime, Skype, etc. Everyone at LSC would like to wish a Very Happy Mother’s Day to all of our residents out there who are mothers and mother figures.

STATS. As of Wednesday, 5/6, San Mateo County had 1,377 cases of COVID-19 and 56 deaths.

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



MAY 1, 2020
UPDATE - NOON

After my update was distributed on Wednesday, the Health Officer of San Mateo County released another official update, effective May 4, 2020, directing “*all individuals in the county to continue sheltering at their place of residence except for essential needs and identified outdoor activities*” through May 31, 2020. (You can read the full order at www.smcgov.org.) The order calls for some eased restrictions, but all requirements for social distancing and wearing face coverings remain in effect.

Here's what it means for our residents:

1. Nothing changes for the most part. The only authorized reasons to leave your apartment are to obtain groceries, supplies, medications or to go to doctor appointments or vet appointments for pets (*"essential activities"*).
2. You may now engage in outdoor recreation activity (i.e., walking) if you maintain Social Distancing Requirements (see "Social Distancing Requirements" below) and you stay within 10 miles of your apartment building (increased from 5 miles). Beach parking remains closed.
3. Gardeners and landscapers are now allowed to work, so the exteriors of our properties will be getting some much needed attention. (Gardeners/landscapers must maintain physical distancing of 6 feet and are not allowed to enter our buildings.) Nurseries will also be open.
4. You may now leave your apartment to attend a funeral with no more than 10 individuals present.
5. You may also leave your apartment to move residences (move-outs).

SOCIAL DISTANCING REQUIREMENTS:

1. Maintain at least 6 feet of physical distancing from individuals who do not reside in your apartment unit.
2. Frequently wash hands with soap and water for at least 20 seconds, or use hand sanitizer.
3. Cover coughs and sneezes with a tissue or fabric or, if not possible, into the sleeve or elbow (but not into hands).
4. Wear a face covering when out of your apartment.
5. Avoid all social interaction outside of your apartment, especially if you are sick with a fever, cough or other COVID-19 symptoms.

The Health Officer hopes that measured easing of certain restrictions will lead to the gradual resumption of activity and is relying on the following indicators to determine how quickly or slowly this may happen:

- Whether the total number of cases in the community is flat or decreasing;
- Whether the number of hospitalized patients with COVID-19 is flat or decreasing;
- Whether there is an adequate supply of personal protective equipment for all health care workers;
- Whether we are meeting the need for testing, especially for persons in vulnerable populations or those in high-risk settings or occupations; and
- Whether we have the capacity to investigate all COVID-19 cases and trace all of their contacts, isolating those who test positive and quarantining the people who have been exposed.

Lastly, the order states the following: *"Pursuant to Government Code sections 26602 and 41601 and Health and Safety Code section 101029, the Health Officer requests that the Sheriff and the chiefs of police in the County ensure compliance with and enforce this Order. The violation of any provision of this Order constitutes an imminent threat and menace to public health, constitutes a public nuisance, and is punishable by fine, imprisonment, or both."*

COMMON AREAS. If you leave your apartment, please remember that common areas are still closed and you must not linger in those areas. In addition, management controls the temperature in all

common areas, so we will determine the need for heat or air conditioning in those areas. This will not affect your individual units.

STATS. As of Thursday, 4/30, San Mateo County had 1,197 cases of COVID-19 and 51 deaths.

THANK YOU! My sincere thanks to all of our residents and staff!! Everyone is doing an amazing job during this very stressful time. I appreciate the efforts of each and every one of you.

AN UPLIFTING VIDEO. If you have computer access, there is a very cute video on-line at this link: <https://www.theredwoods.org/> The link is to the home page of The Redwoods, an affordable senior housing facility in Mill Valley. Once you're on the home page, click the link that says "Watch Our Corona Virus Song." It is uplifting, educational, and musical!



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

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.

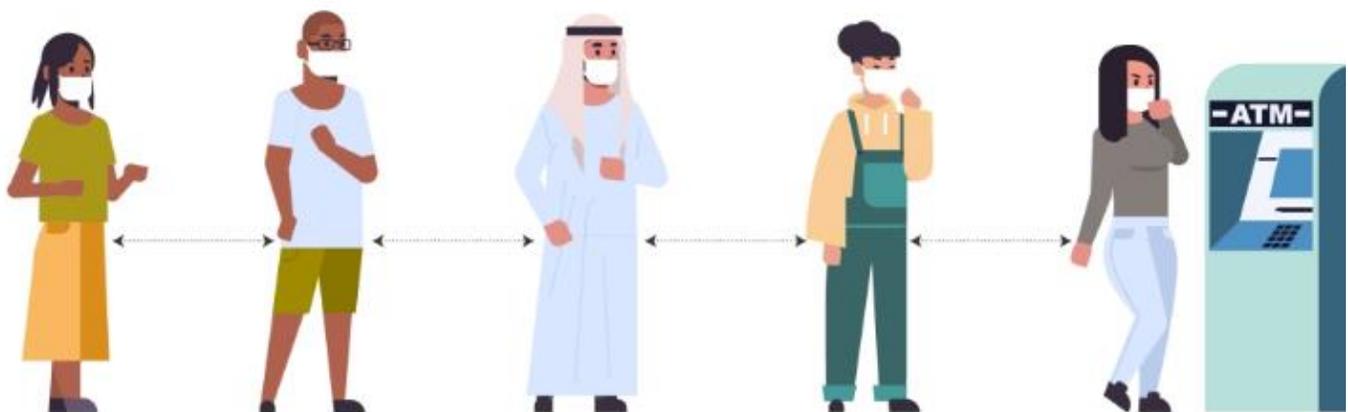
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

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.

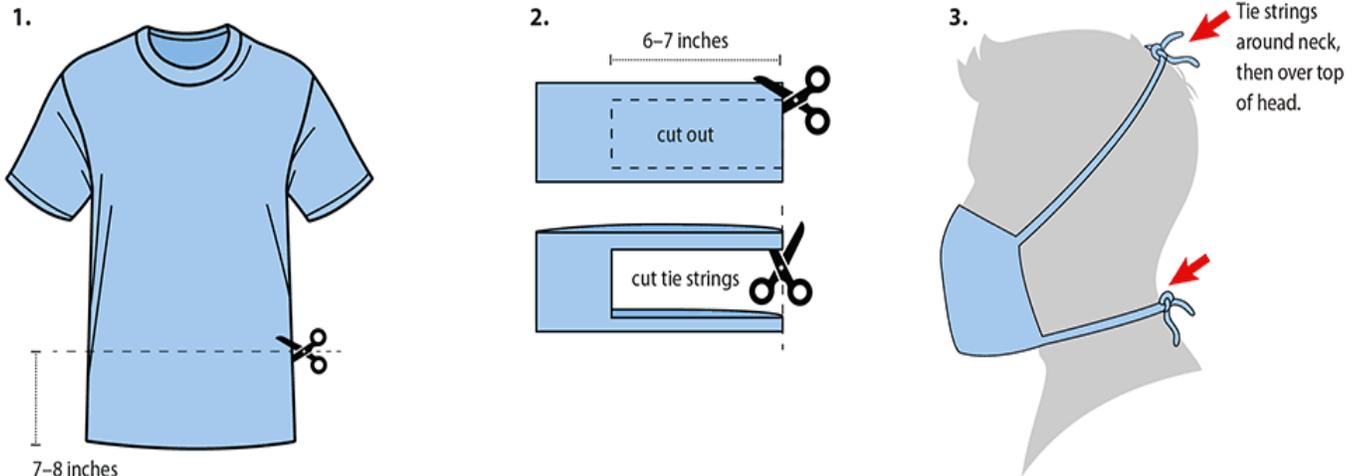
In my last update I mentioned the use of cloth masks when you leave your apartment to take care of essential activities (i.e., grocery store). Below is an example of how to create one out of a t-shirt. (Wash after each use.)

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.

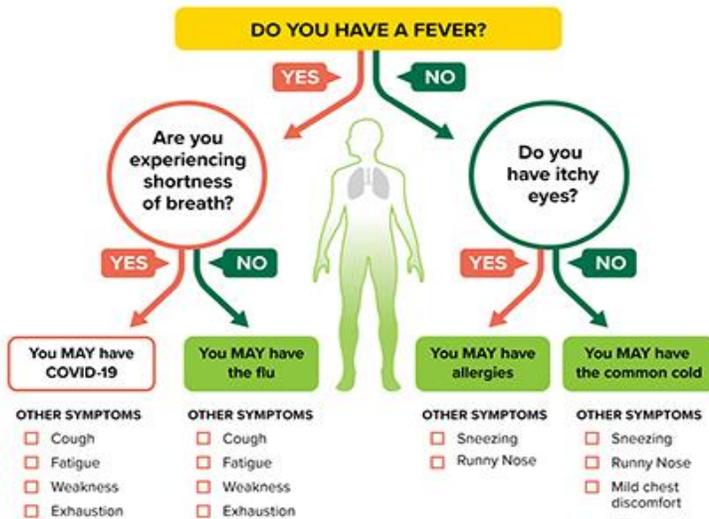
Update on work orders. Only emergency work orders will be addressed until further notice. Generally, this means water is leaking somewhere, a toilet is overflowing, or there is an electrical issue that poses a threat. I know it is frustrating to wait, but we are short-staffed during this crisis and appreciate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