
MEMORANDUM

To: All Residents and Employees
From: Andrew Dujon, President/Chief Executive Officer
RE: COVID-19 (Coronavirus)
Date: March 10, 2020

Waterman Village is doing everything possible to stop the onset and/or spread of COVID-19 (coronavirus) within our community. This memo is to reiterate the steps Waterman Village is currently taking to maintain a safe and healthy environment for our residents and team members. Currently we have implemented the following:

- We have reviewed and updated our infection prevention and control plans and our emergency communication plan.
- A screening process has been implemented at the main gate for all visitors entering our campus with regard to the following questions:
 - Have you experienced coughing, sneezing, fever, shortness of breath?
 - Have you traveled outside the United States – particularly China, Italy, South Korea, Japan, or Iran?
 - Have you had contact with anyone who had a laboratory-confirmed diagnosis of coronavirus?
- A positive response to any of the aforementioned questions will result in the visitor being turned away.
- Secondary screening of visitors will occur at both the Bridgewater and Edgewater.
- Vendors are being screened via the same process.
- Staff members are being re-educated in the infection control gold standard of universal precautions and handwashing.
- We have reinforced to the team that anyone feeling ill should stay at home.
- We are adding additional hand sanitizer stations throughout the community.

Residents, visitors, and team members can help stop the spread of germs by adhering to the following preventative measures:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Cover your cough, or sneeze with a tissue; then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.



In the next several days, we will also implement additional precautionary measures within our dining venues to ensure the following:

- Clean and sanitize dining tables and chairs in all areas after every meal service.
- Provide hand sanitizing wipes prior to entering dining venues.
- When accessing our buffet service, a team member will provide serving assistance to minimize touching of the serving utensils.

We are presently researching the ability to obtain thermometers in order to daily test the temperatures of team members, as well as all visitors entering any of our health care buildings. Furthermore, to reduce the spread of germs, we are discouraging the shaking of hands as a greeting. So please do not take offense if someone refuses to shake your hand.

We will continue to hold regular meetings as scheduled; however, we fully understand if you choose not to attend.

Waterman Village is also taking the stance for self-isolation for anyone traveling internationally. Should you have plans for international travel, we recommend self-isolation for a period of 14 days (when you return) to ensure you have no signs or symptoms of the virus. Our Culinary team is prepared to deliver meals to your door, and our Home Care professionals will be available to assist with grocery shopping and/or errands to enable you to stay inside for that extended period of time. Fees for these services will apply. No housekeeping services will be provided during this time of isolation.

Please understand that our intent is not to create an onerous environment for anyone, but rather a safe and secure setting for everyone.

Thank you for your patience and understanding as we navigate these ever-changing waters together.

A handwritten signature in cursive script, appearing to read "Aurora".