



March 12, 2020

To Our Residents and Family Members

We know many of you are concerned about the spread of COVID-19 (Coronavirus) and how it may impact us here at Platinum Communities. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we don't have any cases in our facility. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

EFFECTIVE IMMEDIATELY, WE REQUEST THAT FAMILY AND FRIENDS DO NOT VISIT THE FACILITY UNTIL FURTHER NOTICE. Out of an abundance of caution, we are restricting all visitors to our facility unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building. We will also be eliminating social outings and non-urgent medical appointments at this time.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat, social media or dropping a card or note in the mail. If you believe a visit to the facility is **absolutely** necessary, we request that you contact the Platinum Communities prior to your arrival to avoid being turned away at the door.

Residents, please help prevent the spread of infection by exercising proper 20 second hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a staff member know immediately.

Platinum Communities is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in many circumstances, wearing gowns and gloves when interacting with residents who present symptoms. We also are staying up to date with the CDC recommendations as they may continue to change. In addition, Platinum Communities is in close contact with the local and state health departments, and we are following their guidance.

For additional information, please visit the following websites:

- CDC's Coronavirus Disease: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- WI Division of Public Health Services website: <https://www.dhs.wisconsin.gov/disease/covid-19.htm>

Sincerely,

Jamie Hagen, Director of Operations
Platinum Communities