



+ MEMO

TO: LifeStream Residents
*Assisted Living
and Skilled Care*

FROM: Donna Taylor,
Chief Operating Officer

CC: Family Members

DATE: March 13, 2020

SUBJECT: Community Closure &
New Procedures and
Protocols Regarding
Novel Coronavirus
(COVID-19)

As you may know, as a result of the spreading Novel Coronavirus (COVID-19), a state of emergency has been declared by Governor Ducey. Additionally, Maricopa County Public Health (MCPH) and Arizona Department of Health Services (ADHS) have provided guidance for older adults for whom there is significantly greater health risk as it pertains to the COVID-19 illness.

In addition to limiting outside exposure from visitors they are now recommending that we **CLOSE our communities** to ALL *Non-Essential Visitors*. Essential visitors are defined below.

LifeStream takes our responsibility to you very seriously. For your continued protection and health, LifeStream will be making the following changes to our operations and services.

What is Changing

- ***Community Closure/Visitation – Effective Monday, March 16, 2020 we are closing each community to all Non-Essential Visitors. Essential Visitors are defined as: medically necessary (e.g. physicians), authorized vendors, or those who have been cleared on an individual basis by the community Executive Director. We will be asking all Essential Visitors to our community to fill out a health screening form at every visit and we will take their temperature.***

-- Continued --

Once their visit has been approved, they will be issued a name badge with authorization for that day's visit. Our strong recommendation is that you discourage visitors (other than those cleared as Essential) at this time.

- ***Resident Temperature Monitoring*** – *For the foreseeable future, each day we will be taking your temperature. Should a change arise that is concerning to us we will keep you informed of the change as well as your family members/loved ones.*
- ***LifeStream Associates*** – *Similar to the procedures we are putting into place for visitors, LifeStream Associates (e.g. care staff, housekeeping, maintenance, etc.) will each be screened at the beginning of their day, including taking their temperatures daily. Once they have been approved, they will be issued an authorization tag/sticker for that day. This helps you know that the Associate you are engaging with has been cleared through the daily health screening. If the Associate does not have an authorized sticker, please report them to your Community Executive Director.*
- ***Off-Campus Trips/Day Pass*** – *As much as possible, we strongly advise NOT leaving our care center for day trips and outings. Should you choose to go, regardless of whether or not it is for a previously booked trip, for the safety of ALL of our Residents and Associates we may have to consider quarantine upon your return.*

We are currently working on an online resource that you and other members of your family can refer to and read updates in the coming weeks. As we learn more, we will continue to share with Residents and our Associates. The online resource will be found at: <https://www.LifeStreamLiving.com/coronavirus>

LifeStream is accountable to our Residents, Associates, Family members, and our Communities for how we respond to the COVID-19 outbreak. These measures are for everyone's safety and will only be in place as long as absolutely necessary to accomplish that goal.

###