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T O: LifeStream Residents
Family Members

F R O M: Donna Taylor,
Chief Operating Officer

D A T E: March 13, 2020

S U B J E C T: 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 and the avoidance of crowds, which was communicated yesterday, they are now recommending that we **CLOSE our communities** to all *Non-Essential Visitors*. Essential visitors are defined below.

LifeStream takes our responsibility to your family member very seriously. For their continued protection and health, LifeStream will be making the following changes to our Independent Living Resident 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), home health health providers, those authorized vendors for supplies deliveries (groceries, medication, clothing, etc.), or those who have been cleared on an individual basos (such as end-of-life cases) by the community Executive Director. We will be asking each Essential Visitors to our community to fill out a health screening form at every visit and we will take their temperature.***

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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 our Residents discourage visitors (other than those cleared as Essential) at this time.

- **LifeStream Associates** – Similar to the procedures we are putting into place for visitors, LifeStream Associates (e.g. 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 or your family member 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.
- **Group/Congregant Activities** – As much as possible we are trying to assist in “social distancing” as recommended by MCPH. As such, all group activities (e.g. Bible Studies, game days, chapel services, etc.) that are listed on the activity calendar are being cancelled. Normally opened social areas, such as Virt Hall at Youngtown, Community Room at Northeast Phoenix and the Dining Hall at Thunderbird, will be closed.
- **Meals** – Group meals will be suspended. Starting March 13, 2020, our dining services team will be **issuing all meals as to-go meals**. We will likely be delivering them to you. Meal ordering procedures for delivery services are attached and will be posted. Note: Meal pick-up will be allowed at LifeStream at Youngtown.
- **Access to Licensed Areas** – Access to licensed areas (Assisted Living and Skilled care areas/offices, GREEN HOUSE® Homes, Short-Term Rehab, etc.) throughout each community will be allowed only if you are an Essential Visitor (see above). There will be visitation protocols for you to follow with each visit. Each area will have visitor protocols posted.
- **Off-Campus Group Trips** – Off-Campus group trips such as shopping, restaurants and church will be suspended. We understand that this suspension creates a hardship for you, and we are working diligently to minimize its impact on your daily life. For example, we are putting into

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place online ordering alternative shopping arrangements for groceries and household needs at Walmart and Fry's. The procedures for these arrangements are coming very soon.

- *NOTE: For personal, outside medical appointments, there will be no change and can continue as planned since it is not classified as a group activity.*

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.

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