



May 1, 2020

Dear Elmcroft of Minot Residents, Family Members, and Friends,

Greetings. We hope today's status update on Elmcroft of Minot finds you doing well. The health and wellbeing of those who live and work with us remain our top priority, while we continue to execute our prevention protocols and closely monitor all residents and associates for COVID-19 symptoms.

As you know, the North Dakota Department of Health (NDDOH) was in Elmcroft of Minot yesterday to proactively test all residents and staff for COVID-19. Today we were notified of three residents who received positive test results. These residents are not currently exhibiting symptoms of the virus, nor are any other residents or associates at Elmcroft of Minot. The primary contact and Primary Care Provider (PCP) for each of these three residents have been notified. We are also notifying the PCPs for all residents to keep them apprised of the status in the community. We will keep you updated as additional test results are received. Of course, for any positive result, the primary contact and the PCP for that resident are notified directly by phone.

Based on confirmed cases of COVID-19 in our community, and with the support of NDDOH, we are implementing escalated protocols, and we are now in a 14-day quarantine that is currently set to run through Friday, May 15.

Per our protocols, we are scheduling a deep sanitization of the community. This cleaning will be completed by a third-party specialty cleaning company, using CDC and EPA approved cleaning products. These professional cleaners will wear appropriate personal protective equipment while they are in our community.

We continue working diligently to follow the guidelines outlined by the CDC and the state of North Dakota for infection prevention and control, and we will continue to work in close partnership with NDDOH. Elmcroft of Minot has had effective infection control policies and procedures in place, and those policies and procedures have been reinforced with all community staff and residents. We have been executing prevention protocols for some time, and we are now escalating to the protocols that apply once a positive COVID-19 result has been confirmed. We have been prepared to execute these protocols. To that end, our protocols now include:

- All visitation is suspended (but virtual visits are encouraged!)
- All group activities are suspended
- **All residents must remain in their rooms**
- All meals are served to residents in their rooms on disposable dinnerware



- All residents are actively monitored for signs and symptoms of COVID-19
- Temperatures are taken and recorded for all residents **each shift** (previously this was daily)
- Temperatures are taken and recorded for all associates prior to beginning each shift
- All associates continue to follow public health recommendations to reduce the risk of spreading COVID-19. These include strict handwashing procedures, wearing masks and gloves, and when interacting with residents who are positive or symptomatic, wearing gown and goggles
- Deliveries have been modified, such that vendors do not enter the community
- A quarantine notice sign is posted on the front door of the community

We know this time of restricted visitation is difficult, but virtual visits using the community's tablets are a great way to get some facetime with your loved one. Contact the community to get one scheduled, and let's take advantage of the technology at our fingertips. You are also welcome to drop off care packages for your loved one at the front door. These surprises help to brighten our residents' day.

You can expect another communication from us tomorrow, and we will keep you updated on any status changes in the community. Please feel free to contact me with questions. Our team is here for you.