



November 20, 2020

RE: Coronavirus (COVID-19) Policy & Protocol Update

Dear Southern Comfort Residents, Family and Friends:

As you are aware, Southern Comfort Senior Living has been diligently updating Policy and Protocols to help mitigate the potential for the COVID-19 virus entering our home. It is a very difficult and stressful process for our organization, but we realize that our residents are very vulnerable to this virus and we have to do everything in our power and ability to protect them and our teams. I know our community teams are diligently communicating many of our updated protocols, but several family members have requested a formal communication to advise them on these updates. Our updates are driven by the recommendations from the CDC and here are the most recent updates over the past week:

- **Social Distancing:** We are ensuring that we create space and distance between residents during meals and activities. Room service is being offered for those who wish to remain in their rooms during meals. Our teams are getting very creative with ensuring that our residents remain engaged and active.
- We have instituted a new protocol for families who's loved one is placed under the care of Hospice Services. We understand how difficult of a situation that is for our residents and family and the need to be able to have visits. If you have a loved one that is requiring these services, please get with the Director and/or you Wellness Director to review these protocols.
- We previously initiated a policy that residents can only leave the community medically necessary appointments. If we can transport the resident to the appointment that would be favorable. **We are emphasizing that the resident goes straight to the appointment then straight back to the community with no stops anywhere.** We are requiring our residents to be quarantined for 72 hours and will be monitored for any symptoms.
- Any resident returning from either a hospital or rehab center setting will be asked to self-quarantine for 14 days to be monitored for symptoms and to limit the risk of potential exposure to others within the community

Sincerely,

Evrile Poche
Chief Executive Officer/Owner
Southern Comfort Senior Living

SOUTHERN COMFORT
SENIOR LIVING

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