



June 1, 2020

Dear Residents and Family Members,

The health and safety of our residents and community continue to be the top priority for everyone here at *Solterra / Bridgewater*. With that in mind, we want to provide an update as it relates to the state of Arizona and long-term care facilities. Governor Ducey has kept Arizona at a stage 1, therefore, we will continue to restrict visitors from entering the community except for compassionate care situations. This will be re-assessed according to the recommendations of the Department of Health and Governor Ducey.

Although our residents can leave the community, we recommend following the CDC and Department of Health guidelines stating that they leave only for medical purposes. It is important that all residents follow the infection control guidelines which include hand washing, use of hand sanitizer and use of face masks.

We are actively screening all residents on their return to the community. We have been monitoring our residents for fever and/or respiratory symptoms. Residents will be restricted to their apartments if they have a fever or acute respiratory symptoms or if the community is directed by the resident's provider or Department of Health Services.

Please keep in mind that it has been found that those living in a long term care or senior living facility are at a higher risk of contracting COVID-19 and residents with chronic medical conditions, such as heart disease, diabetes, or lung disease, are at higher risk for severe illness from COVID-19. If you are at higher risk for serious illness from COVID-19, it is crucial for you to adhere to the recommendations.

We will continue to follow the Department of Health's guidelines to keep our residents and staff safe to the best of our abilities.

- We will continue to provide small group activities and in room activity programming for those who prefer to remain in their apartments.
- Common areas will continue to remain closed.
- Community dining will continue to remain closed and be assessed for proper social distancing options.
- Non-essential transportation will not be provided.
- We will continue to offer electronic means for communicating with residents through Zoom, Skype, FaceTime, etc.

We appreciate your continued support and understanding during this difficult time. With your help we can continue to decrease the exposure to our community, residents, and staff.

Sincerely,

Heidi Royter
Vice President of Operations

CC: Steve Jorgenson, CEO & President