



April 9, 2020

Dear Family and Friends,

It was just over four weeks ago that Woodlands Senior Living issued the first communication to you regarding COVID-19, the disease caused by the coronavirus.

In everything we do, there is no question that our top priority is the well-being of the residents we serve.

This update highlights some of the important aspects of our response to coronavirus thus far.

Woodlands Senior Living has been closely following guidelines from the Centers for Disease Control and Prevention as it relates specifically to preventing the spread of COVID-19 in long-term care facilities. Some of these measures include restricting non-essential visitors, regular monitoring of residents, employees and essential outside providers, strict adherence to standard healthcare precautions, enhanced sanitation and housekeeping, additional training and education for staff, and practicing social distancing within our communities.

Beyond working to keep residents safe and physically healthy, community staff have been very creative and energetic in implementing a new Resident Engagement Program focused on helping residents stay socially connected, engaged and active during this time - while still incorporating social distancing and safety precautions.

One very successful part of the program, as you likely are aware, is the opportunity to video visit with loved ones via Skype.

We have rolled out a tailored schedule of personalized activities which changes daily. The items in the schedule are able to be conducted independently, with one to one support from staff members, or in very small, well-distanced groups.

The patience and support of residents, friends and family members alike has been remarkable and greatly appreciated.

Additionally, and perhaps most importantly, we are filled with gratitude for the dedicated staff members who, as we navigate this challenging time, continue to focus on our mission of making each day the best day possible for the residents we serve, while helping to bring peace of mind to you, the people who love them.