



March 25th, 2020

Dear Dallas Retirement Village community,

We want to make you aware of the precautionary steps we are taking to reduce the risk of spreading coronavirus (COVID-19). As we experience this unprecedented event together, we want to reiterate that the health and safety of our residents and employees is our top priority. We aim to be fully transparent in the steps that we are taking to reduce the risk to you, your friends and family, and the entire Dallas Retirement Village community. If and or when we have a confirmed case of COVID-19 on campus, we will provide the necessary steps you and we can take, importantly we will follow CDC and other local agency instructions.

Some of the policies and or practices we are implementing include:

- Increasing the frequency and rigor of cleaning and sanitizing common community areas
- Implementing temporary visitation restrictions including deliveries
- Stopping all on-site group social events and recreational activities
- Moving our on-site dining room activity to delivery only.
- We have opened up a grocery order and delivery program for all Independent residents.
- Asking residents and employees to communicate any international or outbreak area travel plans. If you are returning from either of these areas, we also ask that you self-quarantine for 14 days upon your return.
- Coordinating best practices across our large partner network
- Making the Centers for Disease Control and Prevention's COVID-19 prevention resources and recommendations available to all employees

We are continuing to closely monitor the guidance from the Life Care Services (LCS) Risk Management and Health Services Clinical teams, the CDC, and local health experts and updating these steps as necessary.

Additionally, we want to share the steps YOU can personally take to reduce your risk of exposure:

- Avoid crowds and large gatherings
- Refrain from shaking hands and hugging
- Avoid touching your face
- Regularly wash your hands with soap and water for at least 20 seconds
- Regularly disinfect your personal space
- Postpone visitors coming on campus; possibly using skype, face time or other forms of communication to stay in touch.
- Practice the habit of social distancing

As you know, the situation with COVID-19 is evolving, and we are committed to communicating with you as transparently and frequently as possible. We are comforted by the expertise of our staff, the diligence of our residents, and the ability of this community to come together and support one another.

If further measures for residents and/or employees become necessary, we will communicate specific directions. You are welcome to share this letter with your family members.

If you or any members of your family have questions, please contact Francy Stoyer, Executive Assistant, and 503-623-1811. She will be able to either answer your questions or direct you to the person who can.

Thank you for your cooperation in keeping our community healthy.

Sincerely,

David K Parrett

David K. Parrett
Executive Director
Dallas Retirement Village