

March 30, 2020

Dear Residents,

We wanted to provide you an update on what Mather has been doing to continue our efforts to keep residents and employees healthy and safe. Please be assured we have been working diligently to minimize exposure of COVID-19 to residents and employees, while at the same time implementing steps to respond to this global outbreak.

First, we have no known cases of COVID-19 at Splendido. An interdisciplinary task force of Mather senior leadership meets daily to implement proactive, decisive actions to help protect the spread of COVID-19 within our senior living residences and to discuss new protocols, policies, and procedures for implementation if the need arises. This group closely monitors the Center for Disease Control's (CDC's) recommendations, as well as those from state and local health agencies.

We continue to need your help and support. We understand that some of the limitations Mather has implemented may be challenging—please know they are necessary in not only helping to protect you, but everyone who lives and works at Splendido.

- **Due to the rise in positive cases throughout our county and state**, we insist that if you want to take a walk and enjoy some fresh air and sunshine that you do so on our property **only** and do not congregate together.
- **We ask that all residents continue to remain in your villa or terrace homes.** Please do not leave the grounds for any other reason than an essential medical appointment.
- **We are suspending housekeeping services to further minimize potential spread of the virus.** With all of you sheltering in place, we feel this is prudent. We will continue to assist with trash removal and replacement linens. We are working through the details and will be back in touch with more specifics soon.
- **We request you place a chair or TV tray table outside of your front door for meal delivery.**
- **No visitors are allowed until further notice.** At this time, we continue to have a strict no-visitor policy to help prevent the spread of the virus. We will not permit visitors to enter the community, with the exception of medical personnel.
- **Practice social distancing**, and good hand hygiene by washing your hands frequently for 20 or more seconds.
- Please remember if you are experiencing a cough, fever, sore throat, or shortness of breath, to contact your personal physician for guidance and remain in your home. Additionally, loss of taste or smell has been identified as a possible



symptom of COVID-19, which may appear prior to other symptoms developing. After talking with your physician, please notify Concierge at (520) 878.2600.

We know that daily routines have been interrupted, and we ask for your patience during this unprecedented time and as we modify services to serve you in a safe manner. In addition to daily meal delivery, we recently implemented the following:

- **We have introduced a Splendido General Store**, which has essential food and sundries for sale. Orders can be placed by completing the order form and returning it to a server when your food is delivered. Orders will be delivered on Tuesday, Thursday, and Friday by a Splendido team member directly to your door.
- **Daily Check-In System:** Residents have been added to the daily check-in system. Please push the **opaque button with a checkmark on it** between 5:00 a.m. and 10:30 a.m. every day. If you forget, our team will reach out by phone to connect you. We also encourage you to connect with family and friends by phone or FaceTime.
- **Television channel 77 now offers fitness classes and weekday updates at 1:00 p.m.**
- **Wellness moments:** Engage in wellness at home with movement moments, mindfulness moments, brain games, and more. We will share handouts with you three times a week.

Thank you for your continued support during this time. The health and well-being of our entire community and each of you is our top priority. If you have questions, please call (520) 878.2601 or email bewell@splendidotucson.com.

Regards,

James C. Edwartoski
Executive Director

PS: Please note that this letter is being shared with all residents' current emergency contacts.