

April 24, 2020

Dear Residents,

We wanted to provide you with an update at Splendido.

**First, we have no known cases of COVID-19 at Splendido.** Thank you for all that you are doing to help minimize the spread of the virus. We continue to practice strong protocols and measures to keep residents and employees safe at Splendido.

Our **housekeeping services** will begin on Monday, April 27, with some new protocols to enter your Terrace or Villa Home every other week. Limiting housekeeper to resident contact is an important part of infection control. **Please make sure that you remain in a separate room when your housekeeper is present and wear your mask.** The housekeeping team member will wear personal protective equipment (PPE) including a mask, gloves, goggles or a shield, and a gown.

- Every other week housekeeping will: change linen, clean high touch areas in your kitchen, and clean bathrooms.
- Every week: provide linen, pick up trash.
  - o Please continue to leave your trash in the hallway/outside for pick up.

You can opt out of receiving housekeeping services in your home. If you do not wish for housekeeping services, please contact Concierge at (520) 878.2600. If you would like to perform some light cleaning in your home, and need cleaning supplies (all-purpose cleaner, clean cloths, vacuums, and mops are available), please let Concierge know. Staff will drop off cleaning supplies in the morning (all supplies are sanitized prior to drop off). When finished, please leave the cleaning supplies in the hallway/outside, and staff will retrieve them.

**Executive Chef Masood is adding some dinner-sized entrees to our lunch menu and enhancing the variety of our dinner menu.** Thank you for your menu requests. Please know that we are dependent upon what we can get in at this time and make available for all.

Please remember if you are experiencing any of the following symptoms, you should contact your physician for guidance, stay in your home, and notify the Concierge. Symptoms include a loss of taste or smell, cough, fever, sore throat, shortness of breath, and gastrointestinal issues such as diarrhea, nausea, or vomiting. **Please note that pink eye, eye pain, or vertigo, as well as discoloration of the toes may also be COVID-19 symptoms.**



We can't emphasize enough how much we appreciate each of you taking steps to protect your health and for being committed to each other and our employees.

Thank you for your strength and resilience at this time. We are all in this together!

**Please direct questions to (520) 878.2601 or email [bevell@splendidotucson.com](mailto:bevell@splendidotucson.com).**

Take care and stay well.

Sincerely,

James C. Edwartoski  
Executive Director

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

