

**June 11, 2020**

To Our Residents and Family Members:

We want to inform you that at Sagepoint Senior Living Services long-term care facility we have had **0** confirmed new cases of COVID-19 since May 8, 2020, 2 confirmed cases in staff members and we currently have **0** clusters of three or more residents/ staff with new onset respiratory symptoms within a 72-hour period.

The safety and wellbeing of our residents is our top priority. We are doing what we can to limit the spread of COVID-19 within Sagepoint, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps under current circumstances.

Currently, we are awaiting State guidance regarding universal testing in assisted living facilities.

We are taking steps based on guidance from the Centers for Disease Control and Prevention (CDC) and the Center for Medicare and Medicaid Services (CMS) to reduce the spread and impact of COVID-19, such as:

- Enhanced infection control precautions
- Screening residents, staff, and essential visitors for expanded list of symptoms
- Restricting visitation and entry of people to the building
- Testing staff and residents for COVID-19 based on current protocols and availability of tests
- Postponing communal activities

Due to government privacy requirements, we cannot divulge specific information about the individuals who have confirmed or suspected COVID-19, unless they are your family member and you have the necessary permissions to receive such information.

We know you are concerned about your loved one, but it is crucial that we restrict visitation to reduce the spread of this virus to others. We will contact you directly if your loved one is suspected or diagnosed with COVID-19.

We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or on social media. Email [chat@sagepointcare.org](mailto:chat@sagepointcare.org) to arrange the video visit.

This is a difficult time for everyone. We will continue to provide you with updates. Please know that we are adhering to guidelines from the local and state health departments, which continue to evolve as we learn more about this virus.

We know that you may have questions and we encourage you to contact our center.  
Please visit our website [sagepointcare.org](http://sagepointcare.org) for updates on the status of your loved one.