



## ARROW SENIOR LIVING

March 19, 2020

Dear Residents and Family Members,

First and foremost, we would like to thank you for your patience, understanding, and cooperation as we work together to reduce the spread of COVID-19 (novel coronavirus). The steps we have implemented are, per expert's advice, the best way to minimize risk for the safety of residents.

We wanted to share some more information on our practice of social distancing.

**Q. What is social distancing?**

A. Social distancing is the practice of maintaining a distance of at least six feet from other persons around you – this limits the ability to spread the virus person-to-person, thereby helping to halt or slow the spread of COVID-19.

**Q. How are we implementing social distancing at the community?**

A. The practice of social distancing can be hard – we are wired to seek connection through handshakes, hugs, or just sitting close to each other. To minimize the potential for slip-ups, we are practicing constant education for residents and employees, as well as the following protocol:

- Our dining room has reduced its seating capacity. We have introduced a reservation policy so that one table will be reserved for one apartment. Residents who choose not to visit the dining room can pick up food to go or order room service at no extra charge.
- Community events are being modified. Our Resident Services teams are utilizing video apps to host events that residents can participate in from their apartment and those who utilize common spaces for interaction are being seated at a minimum distance of six feet from their neighbor.

**Q. What can family members do to help?**

A. The best way to help is to follow guidelines to reduce the spread of COVID-19 in your community. We also encourage you to connect with your loved one.

- You can chat with your loved one via video apps, such as FaceTime, Zoom, and Skype. Hearing words of love and encouragement from friends and family will do so much to lift resident spirits and provide peace of mind. Please call us or message us via Facebook to learn more or to schedule a time to speak with your loved one.
- Feel free to mail letters through the US Postal Service, as well. You are also able to make deliveries at our single entrance and we will ensure the items provided are cleaned and given to the resident.

**Q. How can I track my symptoms?**

A. We will have someone available to provide residents the opportunity to take their temperature and complete our screening questionnaire to help monitor any changes in symptoms. For more information on monitoring processes, please contact your community.

We will continue to reach out with letters and other means of communication. Please also follow our Facebook page for ongoing updates.

Warm regards,

Stephanie Harris  
Chief Executive Officer