

Justus

CORONAVIRUS UPDATE



Justus Senior Living communities, as senior living providers for over 50 years, is committed to serving seniors. We fully understand that we care for our country's most vulnerable population during this COVID-19 global pandemic, and we are committed to doing our best to protect their health and happiness. Every member of our community teams is dedicated to our mission Plan with Passion, Build with Purpose and Serve with Pleasure and we will always operate with our residents' best interests at heart.

Constantly, we review Indiana State Department of Health (ISDH) and Center for Disease Control (CDC) guidelines as they are updated. Then, each weekday, we host a virtual meeting with community leaders to discuss, review and implement any resulting policy and procedure changes to ensure a timely response. Additionally, Executive Directors and Executive Leadership participate on a weekly call with ISDH where we can pose questions and hear the plans on the horizon. Also, our trade associations have been an excellent source of information and support through daily informational newsletters.

This has been a challenging and rapidly evolving situation and we want to update you on some of the recent changes.

1. **Staff Testing** - In addition to the many precautionary measures that we have had in place, this week we are doing COVID-19 testing for all employees who have contact with residents. Justus secured the tests from a private lab and tests will be administered by our Nurse Practitioner partner. We are using the nasopharyngeal swab tests which is the method recommended by the ISDH.
2. **Fitness Centers** - The state does understand that social isolation is very serious for our residents and they have been studying data and trying to lift some restrictions as they feel it is safe to do so. Most recently, we received word that we could open our fitness centers with limitations and precautions. The fitness centers are accepting appointments for one on one sessions lasting 30 minutes. Residents and the fitness coordinators must wear masks, equipment is sanitized after each use and residents must sanitize hands before entering and upon exit.
3. **Dining Rooms** – The ISDH said we could consider opening the dining rooms with many precautions and social distancing. However, this will depend on many factors including the current status of COVID-19 cases in the community and availability of testing for residents and staff. This will be done with defined procedures for sanitizing, disinfecting and social distancing.
4. **Resident Masks** – Previously, we encouraged residents to wear masks and provided instructions on making masks. As the Personal Protective Equipment is beginning to be more available and as long as we have an adequate supply of face masks, our plan is to distribute a mask to every resident in a building with assisted living each week. Residents in independent living only buildings are encouraged to secure a mask to wear. All residents should wear a mask when they are outside of their apartment.

Probably the most difficult challenge for residents and families is the restriction on visitation. The ISDH and the CDC feel it is still too risky to lift this restriction. We did submit ideas on ways that we might be able to allow a controlled visitation and those and other ideas are being considered. In the meantime, please contact the Concierge to schedule a Facetime session with your family or loved one. Adversity is the Mother of Invention ... and oh how our teams have been working hard on creative ideas to keep residents interested, amused and engaged. From "Kentucky Derby" stick horse races around the outside of the building to the mock 500 Race with homemade cars with all the trimmings including a parade outside the building to window art shows to YouTube channels with all kinds of classes to miniature ice cream trucks going through the halls to outside window concerts rotating around the building ... the smiles and laughs have overflowed. If you would like to check out some of the fun, go to our community Facebook pages:

Woodland Terrace of Carmel: <https://www.facebook.com/WoodlandTerraceOfCarmel/>

Woodland Terrace of New Palestine: <https://www.facebook.com/WoodlandTerraceOfNewPalestine/>

Crestwood Village North & South: <https://www.facebook.com/CrestwoodVillageSeniorCommunities/>

We feel strongly in keeping residents, families and interested parties informed. One of our Justus values is Integrity and that involves transparency and honesty. Each community is sending a daily update to keep you informed about the current COVID-19 status as well as the activities of the day. The updates are distributed by email to families and are available in print for residents if preferred. If you would like to receive the Daily Update email, please subscribe here:

Woodland Terrace of Carmel: <https://lp.constantcontactpages.com/su/0vZ2BLy>

Woodland Terrace of New Palestine: <https://lp.constantcontactpages.com/su/FPdnL8N>

Crestwood Village North: <https://lp.constantcontactpages.com/su/xLXXRNn>

Crestwood Village South: <https://lp.constantcontactpages.com/su/ulMiclH>

Regarding COVID-19 cases, we are humbly grateful for the low number of cases we have experienced. The state informed all providers that we would see an increase in cases as the public restrictions are being lifted, and we have gone to great lengths to prepare. While most families and residents have been cooperative, some have pushed the limits. Please know these actions can put both your loved one and the other residents at risk. We encourage everyone to be patient, practice social distancing, sanitize or wash your hands often, wear a mask when you are around others and find creative ways to connect.

Again, we thank you for your support, encouragement and helping us observe safe practices.

Warm regards,

The Justus Leadership Team