



Swiss Village, Inc.

CELEBRATE RETIREMENT... ENGAGE LIFE!

MEMO

TO: All Residents, Responsible Parties and Employees
FROM: Rod Mason, President/CEO
RE: Update of Positive Cases
DATE: October 27, 2020

Today I have news that I would rather not share... the tests for our residents of the Nursing wings were returned this morning. We, disappointedly, have learned of the positive results from 14 of our nursing residents! We have this, though! The majority of the positive residents reside on our Alpenrose Memory Care Unit... because of that, the entire Alpenrose unit will be now considered a "hot" or "red" wing, and all residents will be treated as though they are positive. This decision was made because the residents on that wing are so very mobile and would not entertain the concept of "quarantine in the room" with any success. There has likely been an even wider exposure over the last four days since testing that would render this decision to be the best course of action. A further step we are taking, we will be converting the entire Westenfeld Rehab Wing into a second COVID "hot" or "red" wing, and all positive residents from other wings will be immediately relocated to this unit for at least ten days but also until their symptoms disappear. I am pleased to report that most all our residents appear to be totally asymptomatic at this time with a handful of exceptions. We are currently in the process of notifying all responsible parties of the positive residents of that fact so that you can be aware. If you do not hear from us your loved one is not one of our positive cases.

Not that it helps much, but I have learned of at least two other "local" facilities that are dealing with the same issue as we are now... many positive cases found just in the last day or two. It is unfortunate but we now must take active steps to mitigate any and all further spread of this virus! We have a committed and dedicated staff who will attack this issue head-on and we will conquer this outbreak. Additional steps at sanitization and cleanliness are being deployed across the facility. Please know that we, just yesterday, authorized bonus pay for all hourly pay working this two week period ending Sunday the 8th. Further, all staff who commit to working dedicatedly in the "hot/red" zones will receive time and one-half pay beyond the additional two-week bonus. We aim to keep our staff and reward them appropriately! They are working long and hard hours and we appreciate everything that they are doing to take this on!

Finally, there can be NO traffic through any of the "red" zones other than those specifically working on those wings. For our residents out in Lucerne and Zurich, this means that you cannot enter the rest of the building by walking through Westenfeld. You will need to drive around or walk outside on the path around that wing. We know this is inconvenient, but this is for YOUR protection at this time. Further instruction as to how to order and receive your meals or any other assistance will be coming under separate cover.

Today we are testing all residents in Assisted Living and Residential Living. Results should return quickly. We will advise accordingly. Today I report one additional Independent Living resident with a positive test... spouse of the one reported earlier. . We are taking every precaution to assist this resident while also keeping them quarantined. Given these total results over these few days, our new running total now stands at 38 cases spread this way: 16 employees, 5 contract employees plus 17 residents.

We will get through this TOGETHER and we will be okay on the other side!! Thank you for your continued prayers and support during this time of Pandemic impact. I think it goes without saying that, given the impact of the outbreak within our County, we ALL must now face the music of taking this virus seriously. It is showing up in homes and businesses and communities that we would not have thought possible, but as we let our guard down, this is what happens. PLEASE be attentive to all recommendations for remedial actions steps. Attend to social distancing at all times (even when at family and social gatherings that are small and quaint), wear your masks at all times, and please remember to wash hands frequently and also sanitize your areas of work, play and life. We can conquer this thing, but we all have to be pointed in the same direction in order to do so.

Please feel free to call in with any questions or concerns that you might have. We will do our utmost to answer to the best of our ability, and we are committed to preserving the safety, health and well-being of our residents and our staff. We appreciate your understanding.