



Swiss Village, Inc.

CELEBRATE RETIREMENT... ENGAGE LIFE!

Memo To: All RL/AL/IL Residents
From: Rod Mason, President/CEO
RE: COVID-19
Date: March 13, 2020

Greetings resident family! First I would like to say "thank you" for your patience and understanding as we have all, together, been navigating the woes and procedures established to help keep our resident population well and healthy, and as protected as humanly possible from the spread of the virus! These are times that none of us has ever experienced, nor did any of us expect that we would ever have to! New information is being forwarded to us on a daily, sometimes hourly, basis, and our procedures and requirements are therefore rather "fluid" as a policy that might have been established just yesterday, now needs to be modified or amended based upon new recommendations and guidelines that come down from CDC, CMS or Department of Health officials. I am pleased with how our Management Team and Senior Team seem to have things headed in exactly the direction we feel they need to be headed! The Board of Directors is also being updated daily for now, as well, and is pleased with the efforts that are being made. We know that our temporary changes have impacted your lives and your access to the South Campus building and gatherings... but we also appreciate the understanding and appreciation you have expressed back to us for taking these steps.

A couple of important reminders, particularly for our Independent Living residents. While you still have the freedom to come and go as you please, and our building is NOT in a total lockdown for you, there are many cautions and considerations that you need to constantly recall in order to remain vigilant. Here is a list of important reminders:

- 1) **Wash your hands!!** Often, particularly after being around others or in an environment that is not your own property. And, for the Duplex residents, should you choose to have guests (which we would strongly discourage for the time-being), please remember to disinfect during and after the visit
- 2) **If you leave your unit...** PLEASE maintain the recommendation for Social Distancing... 6 feet of separation between you and the next person around you. While you are out and when you return, wash your hands, often... disinfect anything you touched prior to washing. This is a HUGE step in keeping the germs away from you.
- 3) **Cover your mouth/nose with a Kleenex** if you cough/sneeze – do not use handkerchief. Throw away right away.
- 4) **Remember crowds are a no-no...** particularly for YOU!! The MOST vulnerable part of the population susceptible to extreme issues if exposed! While you should certainly try to avoid any crowds, today crowds of 250 or more are temporarily not allowed in the State of Indiana. Many Church services and activities are now being cancelled. Remain aware of media coverage.
- 5) **Try not to touch** your nose, mouth, eyes or face. The unclean touch to these areas is the quickest method of spread of this germ.
- 6) **If you experience the symptoms** (fever above 99 degrees, persistent cough, difficulty breathing) please call us right away so we can help you with lining up your care. You will be directed to call your Doctor and maybe visit the office, but not until after your phone call to their office. We will be able to help you in the early stages, should this condition present itself, to know how to manage your care within your apartment/duplex. As needs increase, if they do, we will work with you for further, more complex care... but please, we must know of your situation and help assist you with next step. It's what we are here for and why you chose to live at Swiss Village.
- 7) Just remember **to use good and common sense**. Please follow the guidelines as recommended by CDC for the prevention of spread of this virus. Please do not take the stance that "oh, it will never happen to me"! It can... and it has already happened to many folks just like you who likely have said the same exact thing!
- 8) **Refer to our earlier memos** that were distributed that can provide additional guidance in this matter. You are important to us!! And YOU play the MOST important role in helping us protect your well-being. Please be diligent, vigilant, and patient with us as we migrate, together, the days and weeks ahead.

Thank you again! For further questions, comments or concerns, please feel free to reach out at any time.