



TO: All Residents and Family Members of Jacaranda Trace and Sarasota Bay Club
FROM: Gail Chase, Greg Patterson, and Steve Roskamp
DATE: March 20, 2020
RE: COVID-19 /Coronavirus Update #9

Thank you so much for your patience and cooperation! We appreciate your understanding as we have implemented procedures in an effort to keep you and our staff healthy and safe. We are happy to report that everything with our internal operations remains status quo.

We remain vigilant in our response to COVID-19/Coronavirus. In an abundance of caution, we continue to ask all of our residents to heed the advice of health care professionals and restrict or eliminate outside activities and/or avoid any place or interaction with more than 10 people and practice appropriate social distancing.

Since our last update of March 17th, our Skilled Nursing and Assisted Living staff providing direct care have been required to wear protective masks and gloves for additional safety of your loved ones.

As of this time we do not have any residents, staff, nor family members of staff, having any symptoms, tested positive or presumptively positive for COVID-19.

Independent Living Community:

Currently, the following safety measures are in effect:

Entry:

- All people entering will have their temperature taken and will be asked the following questions:
 1. Are you coughing, sneezing or have any flu-like symptoms?
 2. Have you traveled outside the United States or taken a cruise in the last 14 days?
 3. Have you encountered anyone who has COVID-19?

If their temperature is 99.6 degrees or greater and/or the answer is yes to any of these questions, they will be denied entry. All those approved for entry will be issued a wrist band and the wrist band color will change daily.

Note: should a resident wish to have their temperature checked, please see the Wellness Nurse or the EMT if the nurse is not here.

- Effective Wednesday, March 18th, the only non-employees permitted will be family members over the age of 18, caregivers, medical personnel, housekeepers, and pest control. Non-employees are not permitted in any common area, to include the entrance lobbies (other than



passing through), fitness rooms, pools, lounges, dining venues, libraries, auditoriums, etc. We request family members visit between the hours of 9:00 am and 4:00 pm.

Food Service:

Our newly implemented meal delivery system is going very well. Please let us know if you have any questions or concerns. You may want to get together with your friends and neighbors in small groups of no more than four (4) to share a meal in your unit or at one of our outside venues (by the pool, patio, terrace, etc.).

- We have spoken to our vendors and expect little to no disruption of our food supply.
- If you prefer, we have placed tables and chairs outside for dining. At Sarasota Bay Club at the South Tower Terrace, the Boat Basin and the Pool. At Jacaranda Trace by the pool.
- Effective Wednesday, March 18th, the dining venues are closed. All meals (lunches and dinners) will be available for pick-up or delivered to your unit, including any guest meals. **There is no charge for delivery.**
- A weekly and/or daily menu will be placed in your in-house mailbox on a regular basis.
- Lunches may be ordered from 10:00 am to 1:30 pm, for pick-up or delivery 12:00 noon to 2:30 pm.
- Dinners may be ordered up to 5:00 pm for pick-up or delivery in the order in which it is received between 5:00 pm and 7:00 pm.
- Pre-packaged “grab and go” continental breakfast items will also be available for pickup from 7:00 am to 11:00 am. We ask that we all practice self accountability and be socially responsible in limiting ourselves to groups of no more than 10 and space ourselves accordingly.

Activities:

- Effective Wednesday, March 18th, all organized Lifestyle/Arts & Leisure events have been suspended until further notice.
- Our Lifestyle/Arts & Leisure staff is working diligently to come up with creative and fun ways to keep you engaged with the rest of the community and each other. Please continue to check your in-house resident mailbox or resident connect for these options.

Transportation:

- Effective Wednesday, March 18th, Transportation Services will be limited to medical, grocery, pharmacy and financial institutions. If you have a special transportation need, please contact Concierge Services with your request.
- Staff continues to disinfect our vehicles with increased frequency.
- In addition, valets are disinfecting your vehicles after their use including the steering wheel, shifter, and door handle.

Grocery Shopping

- Effective March 24th, shoppers ages 65 and over will have exclusive access to **Publix** stores on Tuesday and Wednesday mornings from 7 a.m. to 8 a.m. Their pharmacy will also open at 7 a.m. on those days as well. Transportation will be providing service during these exclusive hours, please watch for additional details as we work this through.



- Effective March 19th, **Winn-Dixie** stores have dedicated 8 a.m. to 9 a.m. Monday through Friday for elderly and at-risk shoppers. All pharmacy locations will open at 8 a.m. on weekdays for refills, flu and pneumonia vaccines and customer counseling.
- Effective March 18th, Sarasota-based **Detwiler's Farm Market** began offering elderly and disabled-exclusive shopper hours 7 a.m. - 8 a.m., Monday through Saturday.

Mail/Packages

- We understand there may be some concern regarding the conveyance of the coronavirus via cardboard boxes. The coronavirus may remain active up to 24 hours on cardboard.
- We will continue to deliver packages. If you prefer, please place a table or chair outside your unit for us to place your packages on to enable you to wait 24 hours before you open as we are not able to disinfect cardboard.

Staff:

- Staff temperatures are being taken as they arrive at work. Staff have been instructed to stay home if they are sick. Staff have been issued two detailed memos outlining company standards surrounding illness, proper hygiene/disinfecting work areas, travel and what to do should they be in contact with a person identified as having COVID-19.
- You may note staff dressing a little more casually as we implement programs to keep their spirits high and maintain a level of team work.

Skilled Nursing Facility/Assisted Living Facility

Currently, the following safety measures are in effect:

Note: These restrictions and CDC protocols are in addition to the previous executive orders and CDC recommendations.

- Following a declaration of a State of Emergency by President Trump and Governor DeSantis, new directives were issued. No visitors will be allowed to enter skilled nursing facilities or assisted living facilities.
 - *An exception will be made for "end-of-life" situations.*

Staff:

- Staff temperatures are being taken as staff arrive at work. Staff have been instructed to stay home if they are sick. Staff have been issued two detailed memos outlining company standards surrounding illness, proper hygiene/disinfecting work areas, travel and what to do should they be in contact with a person identified as having COVID-19. All staff members providing direct care are required to wear face masks and gloves.
- A new order went into effect requiring staff to wear masks and gloves when providing direct patient care. This is a safety measure for protection and there are no cases in our communities.



- **The Agency for Health Care Administration (AHCA) visited our healthcare facilities on Monday, March 16th, and found no deficiencies in our preventive measures for COVID-19 and our infection control policies.**

IMPORTANT NOTE:

Should an assessment reveal concern that a resident may have COVID-19, we will isolate the resident and follow the medical directives given to us by their medical provider and then contact the Florida Department of Health for further instruction.

- **Website:** A section has been added to all our community websites. The website includes all COVID-19 memos that have been issued by our company. ***This will assist you in keeping family and friends updated. We strongly encourage any family or friends who may have questions to refer to one of the following websites:***
 - **Sarasota Bay Club:** <https://www.sarasotabayclub.net/>
 - **The Inn at Sarasota Bay Club:** <https://www.sarasotabayclub.net/welcome-to-the-inn-at-sarasota-bay-club>
 - **Jacaranda Trace:** <https://www.jacarandatrace.com/>
 - **Cadbury Park at Jacaranda Trace:** <https://www.jacarandatrace.com/cadbury>
- **Communication with Family and Friends:** We highly encourage you to use Facebook or Skype to communicate with people who are unable to visit you. If you need assistance to communicate with family or friends using these media sources, we are happy to assist you.
- **Resident Weekly Check-Ins:** We are here for you. If you need to connect with us personally, we are more than happy to set this up. To arrange, please contact Gail Chase.
- Director meetings will happen daily to stay abreast of CDC guidelines, governmental emergency orders and local Department of Health protocols.

While this is not a time to panic, it is a time for us to do what we can to protect our residents and staff and mitigate the spread of this virus. As we navigate this new territory, we will continue to keep you informed of operational changes that will support your health and safety while also aligning with current health and governmental agencies.