



Dear Residents and Families of Columbia Cottage,

As we navigate the new challenges emerging due to the coronavirus (COVID-19), please know that we remain focused on providing exceptional care and support services. This includes sharing regular updates and taking any precautions required to limit the spread of illness or misinformation. To that end, we have prepared the following update and reference guide for your convenience:

- Please know that we are ready and prepared for emergencies and unexpected events, and we have detailed plans in place that prioritize your health and wellness.
- Maintaining your health, wellness, and safety remains our number one priority.
- It is important for you to know our team members are trained in infection control practices and follow strict protocols based on that training.
- Please take extra care to help your neighbors by washing your hands often; avoid touching your eyes, nose, and mouth; and staying in your residence if you feel sick.
- We will continue to monitor official resources on the spread of the virus and if necessary, may have to limit or postpone some activities or trips or limit visitor access to the community. We apologize in advance for this.
- If you have any family members or visitors who are feeling ill, we ask that you encourage them to reconsider visiting the community at this time.
- We will continue to update you on any news, emerging issues, or scheduling changes.

Regards,

Management Team at Columbia Cottage

03/03/2020