



CORONAVIRUS SERVICE UPDATE - MARCH 13, 2020

Dear Residents:

Our leadership team is meeting on a daily basis to assess our precautionary efforts in protecting our community from the risk of exposure to COVID-19. Our primary objective is to make our community the safest place for you to be right now. There are currently no confirmed cases at Panorama. The following changes will go into effect over the next few days as stated within the details of each topic listed below. Thank you for your ongoing commitment to doing all you can as an individual to keep yourself and your neighbors healthy.

VISITORS IN THE CONVALESCENT CENTER AND ASSISTED LIVING

Effective Saturday, March 14th

- To protect our staff and residents from the risk of exposure to COVID-19, Panorama has made the difficult decision to **stop visitation** to the C&R and Assisted Living at this time.
- This measure is temporary and will be continuously evaluated as the global COVID-19 situation evolves.
- Our residents' ability to connect with their loved ones continues to be of vital importance and we are in the process of establishing new ways to help you connect. We are in the process of making arrangements for Assisted Living and C&R Residents to video chat with family.

APARTMENT BUILDING ENTRANCE CHANGES

Effective Tuesday, March 17th

- All doors to the three apartment buildings except for the main entrance to each building will be locked.
- The main entrances will remain unlocked during the hours from 9:00 am - 5:00 pm, seven days a week. All other entrances will be locked at all times and residents of the building will need to use their keys to gain entry. This action is being taken to decrease the amount of foot traffic in each building.
- We are also preparing to provide staffed visitor check-in points for these buildings in the near future. Staffing needs in other areas of campus, such as our Convalescent & Rehabilitation Center, will first be assessed. Once we have determined those needs, we will be able to identify staff to fill these additional functions.
- We are asking all apartment building residents to exercise extreme caution by limiting visitors to caregivers and deliveries only. We are encouraging all Independent Living residents to do the same.

GARBAGE PICK-UP

Effective Immediately

The revised pick-up schedule for residential garbage is as follows:

- North campus (all homes north of 21st Avenue): Tuesday
- South Campus (all homes south of 21st Avenue): Wednesday
- No Monday pick-ups

STAFFING

The hard work of our staff here at Panorama never goes unnoticed, but the level of professionalism, flexibility and dedication to keeping our residents and fellow co-workers safe during this time is remarkable. Staff who may be displaced from their daily duties are stepping up to meet new needs. We are working together to develop contingencies should our staffing levels be reduced due to school closures or illness.

We understand the magnitude of all these changes is overwhelming. We are so grateful for all the support you have expressed throughout this ever-evolving situation. We are so proud of this community.

Sincerely,

Bill and Matt