



March 4, 2020

To Our Valued Partner,

At The Plaza Assisted Living, the safety and well-being of our Residents, team members, and partners is very important and our number one priority. At The Plaza, we are preparing for the possibility of the Coronavirus (COVID-19) entering Hawaii.

In an effort to be proactive, we are asking for your cooperation to work with us to protect our community. If confirmed cases of coronavirus occur in Hawaii, we will take additional steps to protect our communities. This may include, but not limited to, limiting transport in and out of our community and requiring temperature checks for all visitors. Temperature checks will also include signing-in prior to gaining access into the community. Any temperature higher than normal, may result in no access to community.

Currently, we are requesting your assistance in not allowing anyone from your organization that has traveled to the areas identified from Level 1 or higher on the CDC's Travel notice levels from entering into our community. These levels change frequently and can be found on the following website <https://health.hawaii.gov/docd/advisories/novel-coronavirus-2019/>.

We are also recommending that you take the following precautions for your team as well.

Everyone can help prevent the spread of respiratory illness with these everyday actions.

- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- CDC does not recommend that people who are well wear a facemask to protect themselves from illnesses, including COVID-19. Keep in mind that supplies are limited and we need to make sure there are enough masks for our front-line health care workers. If you are sick then wear a mask to protect the people around you.
- Prepare for the possibility that people may want to stay home or may be asked to stay home to prevent the spread of illness.
 - If you have daily medication needs, have more than a week's supply on hand and have as much on hand as your insurance will allow you to have.
 - Not everyone can afford to stock up on supplies or has the space to store them, but anything you can arrange in advance means one less inconvenience or one less trip to the store while you are sick.

- Make family plans for the possibility of school or day care closures. Do some contingency planning in advance at the family level.
- Sign up for public notifications at health.hawaii.gov/news/covid-19-updates.

Thank you for your continued support and please feel free to reach me for any question or concerns, you may have at 808-628-7604.

Sincerely,

A handwritten signature in black ink, appearing to read 'T Medeiros', with a stylized flourish at the end.

Tricia Medeiros
CHIEF OPERATING OFFICER