



# A MESSAGE FROM THE EXECUTIVE DIRECTOR

**MARIA QUINTERO**  
EXECUTIVE DIRECTOR

March 16, 2020

Dear Residents, Families, and Associates of BridgePoint Los Altos;

Thank you for your continued support as we monitor the ongoing Coronavirus situation. Based upon your input and in support of the latest County of Santa Clara guidance, we are making the following changes to our operations effective Tuesday, March 17th:

Aligned with County of Santa Clara Guidelines, we are restricting ALL visitors except as follows:

- “Compassionate” visits (only in instances of end-of-life)
- Individuals directly providing essential health services

These visitor restrictions prohibit family, friends, clergy, Salon, entertainers, and all other individuals deemed “non-essential” at this time. We apologize for the impact this may have on your “normal” visitation frequency, and we appreciate your support of our desire to prioritize the health of our residents. Once environmental conditions dictate, our standard practices will be re-established.

The safety and health of our residents is critical, and in addition to these visitor restrictions we have implemented the following additional actions:

- Daily monitoring of associate and resident health (for fever and cough)
- Closing the Dining Room and Bistro. Dining team will take orders daily and deliver at no cost.
- Cancel all Wellness Programs. Wellness team will do weekly rounds of offering reading materials and a package filled with games to enjoy in their apartment.
- Increased sanitizing and cleaning throughout the community (especially in high-traffic and high-touch areas)
- Assist residents to Skype and FaceTime with family and friends.
- We encourage residents to stay in their apartments that symptomatic or feeling under the weather. If not feeling well, report it immediately to care staff or front desk.

We continue to monitor the latest news and guidance; and will keep you informed of any additional changes. During this time, we highly encourage “virtual visits” and will do our best to assist residents with any technological challenges (phone, FaceTime, etc) so that you can keep in touch while keeping them safe! Thank you for all of your support, please let me know if you have any concerns or questions.

Sincerely,

Maria Quintero  
Executive Director

#### ADDITIONAL RESOURCES

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://epi.dph.ncdhhs.gov/cd/diseases/COVID19.html>