

July 17th, 2020

Dear Residents and Families of Valencia Terrace:

This message is to inform you about changes to the status of COVID-19 at our community and other related information. Earlier today we were informed that one associate from our Assisted Living Department tested positive for COVID-19. This individual last worked on Saturday July 11th and will be off work for 14 days or until cleared with a negative test. The source of infection is believed to be unrelated to our campus. We follow an exposure review process aligned with CDC guidelines and will inform any associates or residents who may have had close, prolonged, and unprotected exposure with this individual. Based on our review, we are pleased to share that there are no residents or associates identified to have had risk exposure with this associate.

At Valencia Terrace, we require face masks to be worn by all associates while at work, and for residents when they leave their apartments. We are happy to provide a mask to any resident who needs one, please call the front desk to make this request.

We are maintaining our safety protocols to maximize containment and safety for all. These measures, if followed diligently, provide low risk for spread and give us all confidence that we are doing everything we can to maintain a safe and sanitized environment.

The best ways to continue to keep yourself and others safe are these “4 pillars of safety” – all of which remain a requirement at work:

- 1) **Wash your hands frequently**
- 2) **Wear a mask!**
- 3) **Screening** – Daily screening for symptoms, exposure, and temperature
- 4) **Social Distancing** – stay 6 feet apart from others when you are not at home and especially when a mask is not possible (when eating for example!)

We are appreciative of everyone’s support, partnership and positivity during these challenging times. Our associates are committed to keeping our community safe while providing exemplary service to our residents. We strive to keep a balance in meeting the safety and social/emotional needs of everyone in our community. If you have any questions, thoughts, or concerns, please feel free to reach out any time. We will keep you posted on community updates.

Sincerely,
Dyan Summerell
Executive Director

