



Effective immediately, all Eliza Jennings facilities are restricting visitation pursuant to mandates and guidelines provided by the Center for Medicare and Medicaid Services. Please review all details below.

To: All Eliza Jennings Residents, Families and Staff
From: Rich Boyson, President & CEO
Subject: Covid-19 Prevention and Visitation Restrictions
Date: March 24, 2020

Eliza Jennings staff and communities are working to prevent the transmission and spread of COVID-19 within our communities. The health and safety of our residents and staff remains our highest priority. Our team members are dedicated to providing residents the support and care they need during this extremely difficult time.

There are now confirmed cases of COVID-19 in Cuyahoga County, and while we have no cases in our facilities, we are taking all appropriate steps to protect the health and safety of our residents and staff.

Ohio's Stay At Home order is now in effect as of 11:59 p.m. ET, March 23, 2020. Please be assured that employee presence at Eliza Jennings communities is essential for the provision of health care and human services to our residents and patients, who are among those most vulnerable to COVID-19.

We are continuing to exercise every precaution as directed by the State of Ohio and the Centers for Medicare and Medicaid.

In accordance with state orders, Acacia Place Adult Day Center is temporarily closed to protect the health and safety of the older adults we serve.

To minimize the risk of exposure to residents, our campuses remain closed to visitors. Each staff member and essential medical personnel are screened upon entry for signs and symptoms of COVID-19. As an added precaution, no visitors will be permitted in the Renaissance Independent Living common areas.

The Centers for Medicare and Medicaid Services (CMS) has issued orders for additional restrictions at each of our communities. All communal dining and group activities are suspended, and meals and activities will be provided to residents in their rooms. Independent Living residents have the option to place to-go orders for pick up in the Bistro, as well as place dinner orders for delivery. We also are practicing social distancing with staff and residents, as well as frequent, thorough handwashing.

We understand these restrictions are difficult for residents and families. We encourage you to stay in regular contact with your loved ones through phone calls, letters, cards, and messaging apps. If your loved one doesn't have a tablet or phone, please contact

your Eliza Jennings community to schedule a virtual visit. Our communities have the technology to facilitate communication between residents and their families. We will work to help facilitate phone calls and video visits with loved ones.

We are committed to the care and well-being of our residents. Our hope is these measures will prevent spread of this illness and will be limited in duration. We will continue to monitor COVID-19 guidelines and will keep you updated with regular communication. Thank you for your continued support as we work together as a community to protect the health and well-being of residents and staff.