



The owners and management teams would like to keep you informed of the precautions and actions we are taking in the prevention steps of the COVID-19 as advised by the CDC (Center for Disease Control) www.cdc.gov. Our priority is keeping our residents and employees safe and healthy through prevention steps.

TUESDAY, APRIL 7, 2020

Dear Park at Franklin Residents and Family Members:

We are reaching out to you today to keep you informed of the status of our community. As of today, we have received confirmation that one or more of our residents have tested positive for COVID-19. They are currently in the care of a local health care system. We have and will continue to check in on our beloved residents daily. We wish them a steadfast recovery.

Since the outbreak was announced in Oakland County, we have initiated the following precautions to keep our residents safe:

- Residents are sheltering in place
- Controlled visitations/limited to essential care visits
- Meals are delivered directly to residents' apartments
- Housekeeping services are cancelled
- Providing wellness checks per request by the family
- Delivering care packages on behalf of the family

We appreciate your patience during this difficult time. The well-being of our residents and employees is our utmost priority. Please reference our website www.parkatfranklin.com for regular updates.

Warmest Regards,

Park at Franklin Management

FRIDAY, MARCH 20, 2020

CURRENT STATUS

- Visitation is limited to essential and emergency care providers and emergency personnel only.

WHAT WE ARE DOING

- Following the guidelines and updates of the CDC on prevention steps www.cdc.gov.
- Postponed all outings outside the community.
- Postponed all Life Enrichment activities inside the community.
- Suspended communal dining and are delivering meals to each resident's apartment.
- Provide Wellness Checks upon request.
- Implemented enhanced cleaning and sanitation protocols in common areas, the kitchen and employee areas.
- Implemented a screening process for employees prior to each shift and throughout the day for symptoms.
- Implemented a screening process for all emergency providers and delivery people prior to entering the building.
- Accepting UPS, Fed EX and USPS packages and distributing to residents' apartments.
- All entrances have controlled access, and as always, residents are advised not to allow in visitors.

WHAT YOU CAN DO

- Check this website regularly for updates.
- Follow CDC Guidelines for protecting yourself www.cdc.gov .
- Communicate regularly with loved ones via telephone, Skype, Echo device, or Face Time.



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- Request wellness checks.
- Drop off care packages, if possible, for residents and we will deliver them to the apartments.

We appreciate your cooperation and sincerely apologize for any inconvenience or hardship this may cause you or your loved ones. Our resident's health and well-being supersede all else during this critical time.

Please check back regularly for updates.



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