



COVID-19 Update

April 17, 2020

As we shared yesterday, San Francisco Towers reported two confirmed cases of COVID-19 on Wednesday – one resident and one staff person. In addition to the Infection Prevention and Control Plan already in place, the Towers immediately implemented a Department of Public Health-prescribed protocol to respond to these positive cases of COVID-19. On Thursday, Chris Ichien, VP of Life Plan Operations, drove to San Francisco to deliver face shields provided by Webster House Health Center and to offer assistance to SFT's leadership, which was well prepared to respond to this eventuality. All of Covia stands at the ready to provide further resources and support. We will post updates on the Covia website at <https://covia.org/blog/covid-19-update-san-francisco-towers/>.

Though we all had our fingers crossed that we would get through this crisis without any more cases of COVID-19 beyond the one resolved case at Lytton Gardens, we expected this day would come and planned accordingly. We are continually reviewing our practices and procedures to support resident and staff health and safety. Please do your part by sheltering in place, practicing good hand hygiene, and maintaining physical distancing.

Purchasing Personal Protective Equipment (PPE) remains a significant task for Support Services. This week, we were able to purchase 50,000 disposable gowns and 288 gallons of hand sanitizing liquid.

Our staff members continue to provide exemplary care under extraordinary circumstances. Covia's Human Resources department has prepared a survey to ask staff how Covia can better support them during this crisis. The survey is open until Saturday, April 25th. We hope all Covia staff members will participate.

The Covia Foundation has resources to help residents with questions about how the CARES Act affects their taxes, retirement accounts, and estate planning. An article is available on the Covia blog at <https://covia.org/news/> or contact Katharine Miller, Executive Director of the Covia Foundation, at kmiller@covia.org for further information.

We realize the news of active cases at one of our Life Plan communities may be upsetting. As an organization, Covia is working on every front to follow best practices, keep our residents safe, support our staff and treat them with respect, and live up to our guiding principles. Although it has affected many things, the Coronavirus will not change that.

As a reminder, if you have any questions for Covia's COVID-19 task force, you are welcome to send emails to C19info@covia.org.