March 24, 2020

As you are well aware by now, our world is facing an extraordinary healthcare challenge and none of us are immune. Unlike the usual viruses and bacterial infections we see every year, COVID-19 is different, in that it is new, and as of yet there are no medications or vaccines with which to battle it. While the situation is formidable, we believe we are very well equipped to battle it.

From the day that Generations Healthcare commenced operations 22 years ago the care and well-being of our patients and employees has been our top priority. Generations Healthcare was founded upon the belief that caring for the sick, the elderly, and the infirm is a special and sacred stewardship. We have always strived to meet this stewardship with kindness, competence, and compassion, and with a focus on the highest quality outcomes for our residents and their families. In each case we believed we were caring for a lifetime. As such we could not fulfill our Mission without ensuring that the best systems and protocols were in place in accordance with State and CDC guidelines to protect our patients and staff from the spread of infectious diseases. These practices include the use of protective equipment and clothing, isolation of anyone that is infected, heightened attention to signs and symptoms that may manifest a concern for infection, and a heightened focus on personal hygiene and facility cleanliness. Additionally, we have retained infectious disease physicians and experts that are intimately involved in providing continuous guidance and training of our staff on the management and care of infected residents and staff.

At the outset of this outbreak, Generations Healthcare took prompt action to prevent possible infections from entering one of our facilities and, should we receive an infected patient, we were prepared to isolate any infection to that patient and mitigate its spread to other patients and staff. These actions aggressively continue. Residents are closely monitored for signs and symptoms of illness. If symptoms occur, the patient is isolated, staff are provided with special masks, gowns, gloves, and other safety equipment, surrounding areas and equipment are sanitized, physicians are consulted, and loved ones are notified. At this time, visitation is heavily restricted at all Generations Healthcare facilities, and those we are permitting to enter one of our facilities must go through a strict screening process. We are also screening incoming staff at the start of their shifts as well as necessary vendors who must enter the facility to deliver required products and services. Employees are screened for symptoms each day and are required to return home if they are having any signs of illness. Group activities and meetings have been cancelled, and residents are enjoying their meals in their rooms. All of these actions are meant for the greater good and protection of the entire facility.

In the event that we are caring for COVID-19 patients, which will happen, you can take comfort that our staff has been trained and educated on practices to mitigate and isolate the spread of the virus to other residents and staff, and that this can be done. We are focusing on this issue every hour of every day. We have established clear lines of communication to all levels of staff, physicians, hospital staff, the County Health Department, and the California Department of Health Services. We are constantly assessing every aspect of this serious and ever-changing pandemic to ensure that we respond in a prompt, professional and compassionate manner, which has always been the Generations Healthcare way.

Nothing is more important than the safety and care of every person to which we are entrusted, and of our valued and committed staff who are working tirelessly despite daunting circumstances. We value the trust that our communities, health partners, residents, families, and staff have placed in us and are committed to seeing our way through this challenge in a manner that best serves our residents, staff and communities. We very much appreciate your patience and understanding knowing in time this too shall pass.

Sincerely,

Thomas Olds, Jr.