

March 30th, 2020

RE: COVID-19 Community Protocol Update

Dear Cardinal Residents and Family Members,

We continue to closely monitor the rapidly changing updates pertaining to the Coronavirus as we strive to create a bubble of safety within our community for residents and associates. We need your **HELP** and support to make that possible by following the protocol management has put in place. It is imperative that all residents and family members follow our protocol to assist us in keeping our residents and associates safe and limit possible exposure to the virus. As of this afternoon, Wake County is reporting 170 confirmed cases of COVID-19 and North Carolina epidemiologists say that this could just be the beginning. We can all play our part in helping “flatten the curve” by staying home and sheltering in place. Below we are going to highlight our protocol and announce some revisions that have been made since our last letter to residents.

1. Effective today at 5:00pm, North Carolina will be under a mandatory state-wide “Stay at Home” order for the next 30 days. Wake County implemented a similar order last Friday that we have already been following. For our residents, this means that they should remain in their apartments (shelter in place) as much as possible. Beginning today, even if a resident is out and about on The Cardinal campus, they will be asked to wear a mask. Residents who have not already picked up a mask may do so at the front desk. Currently, we are only able to issue one mask per resident so please keep your mask and reuse it when taking walks outside around North Hills, walking the halls or stopping by the front desk. We can also provide gloves if requested. Residents who leave the campus to go shopping, to non-essential medical appointments, visit family etc. will be asked to quarantine in their apartments for 14 days once they return. As a reminder, **we are not accepting any visitors at The Cardinal**. We understand how much residents want to see their loved ones but even meeting friends/family outside for a visit could pose a risk for exposure. We are trying to make this stay at home order as bearable as possible but must insist that all in person visits cease until the end of this stay at home order. Visitors are not permitted to congregate and socialize with residents on our outside patios and walkways. We will be happy to assist with setting up a time to FaceTime, Skype or Zoom session with your friends and family.

To emphasize the importance of sheltering in place and restricting visitors, I would like to share a message that was left for us today. A family member who lives out of state called and wanted to let us know that a very prominent CCRC comparable to The Cardinal has multiple cases of COVID-19 and one death as a result. This is a community where no one thought the virus would strike. It can happen anywhere, and we must be diligent in following protocol at all costs.

2. Please remember – **SOCIAL DISTANCING!** We know how much you want to visit with your friends at the community and if you do say hello in the hallway or living room we ask that you be very mindful of social distancing protocol and keep at least 6 feet of distance between you and other residents or associates. This rule especially applies to riding in elevators, congregating in the living room, and even sitting outdoors on the patios.
3. Dining Services thanks you for your feedback. Based on recent suggestions, our dining team will be changing the menus this week. Beginning on Wednesday, we will offer three entrée options for lunch and dinner. In addition, fresh cut fruit will be available daily. Whole fruit is also available upon request. The servers typically carry granny smith apples, bananas and oranges when delivering meals. If your order is incorrect or missing items when it is delivered to you,

please call the dining services line by dialing 984-344-3983. A dining services team member will correct your order immediately.

4. An associate is available daily to place Instacart grocery delivery orders for you. The hours of our Instacart Shopping are from 10:00am – 11:30am and 2:00pm – 4:00pm in The Pines Meeting Room. If you run low on some essentials such as toilet paper and the stores are out of stock, we may be able to help you. Please let the front desk know that you need toilet paper, etc. and will be glad to deliver some to your apartment. We can also pick up items for you from the pharmacy, post office, etc. in addition to helping mail packages. We are here to help! We are aware that in some areas of the country Instacart employees are considering striking. If this service impacts our area, we will have a backup plan to order and deliver groceries to our residents.
5. FaceTime Café is live, and residents can sign up or RSVP for a session on K4 or by calling the front desk. We can assist with FaceTime, Skype, Zoom, and Facebook Messenger. You will need to have the phone number, email address or account information ready when we arrive for your appointment time.
6. This morning was the first morning of our daily announcements followed by the Pledge of Allegiance and raising of the flag in the front courtyard. For those resident apartments facing the main courtyard, please look out your window or join us on your balcony as we raise the flag every morning. We ask that residents with apartments facing the courtyard not invite other residents into their apartments to view the ceremony on their balcony. Instead, residents who do not have a balcony facing the front courtyard are invited to stand on the sidewalk and partake in the ceremony if there is at least 6 feet or more between them and another person.
7. The overhead announcement by Tom Ford this morning was also recorded on “The Cardinal Scoop” hotline. Residents can call this hotline by dialing 201-468-6974. Residents will not need a passcode to listen to this message. This hotline will have additional updates from our Executive Director, Tom Ford, and other members of the management team over the coming days. The Cardinal Scoop hotline is a feature of K4 and residents can also ask their K4 Alexa to “call The Cardinal Scoop.” We are hard at work getting our in-house TV Channel- “Cardinal TV” back up and running. We hope to have that running early next week and will let you know when it is working. Please note the new Channel number will be 1340 not 1390. Once that channel is up and running, we will let you know. As a reminder, we are also loading YouTube video links onto K4 for our residents to view and enjoy.
8. We have some exciting programs to share with you beginning this week that will still allow for social distancing in the community. The Wellness Team will be distributing Bingo cards to all residents in Independent Living for a game of “K4 Bingo”. A few Bingo numbers will be posted to K4 daily under News (Wellness), Notices and digital signage at the Front Desk. Please play along and once you have BINGO, please call the front desk to verify your winning card and receive your prize. The old-fashioned ice cream truck (cart) will be visiting a hallway near you very soon: 4th and 5th floors of North Tower on Tuesday beginning at 1:30pm, the 1st, 2nd and 3rd floors of North Tower on Wednesday beginning at 1:00pm and all of South Tower on Thursday beginning at 1:00pm. Please listen out for that catchy jingle as the ice cream truck (cart) delivers yummy treats to your door for you to enjoy. In addition to the Ice Cream Cart and K4 Bingo, Wellness is creating programs to share with you all using Zoom, a video-conferencing site you can log into on your computer or tablet. Residents can go to the Zoom website (www.zoom.com) and join a video conference “program” in live time with our Wellness associates. We are so excited to be able to create virtual programs that our residents can participate in from their apartments. Susan will distribute a calendar of upcoming programs and events this Sunday with the evening meal. We will be available to assist residents in setting up Zoom on their computers or tablets so they can join the programs. More information and instructions will follow. And last but not least, we are pleased to announce a 45-minute solo violin performance by a former member of the North Carolina Symphony, Hollis Brown, this Friday at 2:00pm in the front courtyard of IL by the flagpole. We will have equipment to amplify the sound and residents are invited to sit on their balconies and enjoy some live music. Residents who do not have balconies facing the flagpole are invited to come and sit in chairs we will place around the courtyard. These chairs will be over 6 feet apart. Again, we

ask that residents not invite other residents into their apartments to sit on their balconies. The violinist will not enter the community and will set up outside by the flagpole. If possible, all goes well and residents follow protocol, we hope to bring some Friday afternoon entertainment to The Cardinal weekly.

9. Cardinal associates have been busy sewing face masks for our associates to wear in the community. These masks will be worn by our associates moving forward. We have an ample supply of masks and personal protective equipment here in the community, but we are trying to conserve our supply as much as possible in case we need it more urgently in the future. We hope that will not be the case but are being as proactive as possible. The masks sewn by our associates are machine washable and have batting sewn into them to act as a stronger barrier to capture airborne particles. You will now see our Cardinal associates wearing masks while performing certain duties throughout the community.

If you know of a family member who is not receiving these updates via email but would like to, please send their email address to Mary Casey and she will have them added to the distribution list. We want to make sure everyone receives our updates and feels informed on current Cardinal protocol. We also want to hear from you about content for our morning announcements and The Cardinal Scoop Hotline. Please send us your questions and we will do our best to answer them via morning announcements and the hotline. We ask you to continue to closely monitor your health and notify the front desk immediately if you begin experiencing any symptoms related to COVID19 (fever, shortness of breath, cough, or any flu like symptoms). If you begin experiencing any of these symptoms, **do not** come out of your apartment for any reason. We will come to you to assess and work with your primary care physician. We are doing everything we can to bring some joy to you in your apartment during this very isolating time. We want to take this time to thank you immensely for adhering to our protocol and helping us protect our community. Again, please know that our entire team is dedicated to keeping you as safe and happy as we possibly can throughout these unprecedented times. We are glad you all have chosen to call The Cardinal home and even more honored to provide services to you through this ordeal. Please do not hesitate to reach out to Mary Casey or me with any questions, suggestions, or concerns. We look forward to hearing from you!

Sincerely,

Tom Ford, Executive Director