



May 20, 2020

As we continue to respond to the COVID-19 pandemic, our skilled nursing and assisted living communities remain focused on the health and safety of residents and employees. We feel very fortunate to report that staff and residents have remained COVID-19 free.

During these unprecedented times, we realize the importance of how being socially connected is to one's overall well-being. Technology has allowed us to bring family members into our residents' rooms without the risk of exposure to COVID-19. In-person conversations have been replaced with phone calls and virtual visits. In addition, our communities are sharing these activities with family members and friends. It's a whole new way to communicate for many of our residents, and we're thankful to have these tools in place.

Our entire Pilgrim Place family remains committed to the work we do every day - the nursing teams at the Health Services Center and Pitzer Lodge are giving special attention to the emotional and social wellness of our residents while providing the assistance to meet their daily needs. Housekeeping and laundry services have been diligent at preserving the residents' homelike surroundings while continuing to maintain a sanitary and infection free environment. Dining services has provided uninterrupted food services while adjusting routines to ensure quality in-room meal delivery.

Wellness checks give our staff the opportunity to ask residents questions about their physical and emotional health. These routine visits help the team evaluate residents and provide resources when necessary. Family members and friends can also help us in this process. If your loved one seems out of sorts, please share your concerns with community staff.

With each day, we continue to monitor information from the Centers for Disease Control and Prevention, Centers for Medicare and Medicaid Services and state and local health departments, implementing their guidance and direction. Times like these can be difficult and we couldn't ask for better cooperation from our residents and resident families. We appreciate your patience, understanding and support as we continue to focus on the health and well-being of the senior living residents we serve.

Rich Rodas
Vice President of Health Services