

# MEMORANDUM

Date: March 20, 2020  
To: MSAG Residents  
From: Maureen Beith, CEO  
Re: COVID-19 Update

Undoubtedly, you are aware that Governor Gavin Newsom has issued a "Stay at Home" order for the entire state in an effort to control the COVID-19 virus. Clearly, Mt. San Antonio Gardens is one of the types of businesses that is exempt from this order. We are, however, assessing which of our employees could either work remotely from home a portion of the time, or could be considered "non-essential" to our operations, and be on leave. We are also identifying ways to redirect employees that are in the "non-essential" roles to perform support tasks for some of the other departments that are experiencing higher demands. Additionally, we are monitoring the provisions of H.R. 6201 "Families First Coronavirus Response Act", recently passed by the House, and how this will impact our workforce.

As part of the above-described redirection, our Marketing Department staff will be assuming a new responsibility: they will be calling each resident in Independent Living every day, 7 days per week. This is simply an informal "check-in" to see how you are, and whether you have any needs. Please understand that they will do their best to solve any problems you are having and connect you with appropriate resources, but should not be running extensive errands out in the community unless it is for an urgent matter. We know that our residents in Assisted Living and Skilled Nursing are being checked on regularly by the staff, so they will not be included in the calls.

We are not currently scheduling any new meetings, events, or gatherings on the master calendar. It is imperative that we limit contact, even the designated 6-foot distance, to needed tasks, such as picking up meals.

You have probably read about the nationwide shortage of personal protective equipment (PPE), primarily masks and gloves. We are using our supply very judiciously, as our suppliers are rationing orders and many items are on back-order. For this reason, you may not see masks being used for EVERY situation that you might deem them indicated. They are certainly being used as appropriate in the health care areas, and we don't want to go through our supply for lower need usage. The Los Angeles County Health Department communicated yesterday that they would be delivering supplies of (please see next page)

masks to all licensed health care facilities, but we do not yet know when this will occur. Some of our colleagues have even resorted to sewing supplies of washable and reusable masks. We, too, are looking at some resourceful alternatives.

Because restaurants have gone to take-out business only, there is also a shortage of the to-go containers that we use. Sysco has not been able to fill our orders as submitted. Jack is looking into every possible alternative source, but in the meantime, we ask that you use only one large container per meal. We do not currently have a shortage of the smaller containers (salad, dessert, etc. Thank you very much for your cooperation with this.

All of the employees in Magnolia Grove, Evergreen Villas, Oak Tree Lodge, Oak Arbor and Dining Services are having their temperatures taken at the start of their shifts. Other employees who enter these areas are being screened in this manner as well.

Much of the contract work around the campus will be deferred, but select projects will continue. The public restrooms in the Social Center are soon to be finished, so we are planning to complete this project. We are continuing with tree-trimming, and a company will be onsite next Wednesday to do an underground utilities search in preparation for the Wellness Center construction. Each of these require little personal contact, and will happen in isolated areas.

Starting later today, these memos will also be accessible through the new blog format on the resident portion of the website. This will give you the opportunity to enter comments and questions. Thanks to Dennis Vlasich for creating this.

Under the "We Need Stories Like This" category:

Lindsay Toscano, our Social Worker in MG and EV, just shared with me her joy in spending much of her day using FaceTime for residents to visit their families from a distance. There has been singing, laughter, and needed connection. Our Life Enrichment Coordinator, Lauren Flores, is participating in this as well, plus doing a masterful job of keeping people apart, but not feeling isolated. Thank you to both of them.