



Dealing with the Coronavirus (COVID-19) at Southgate

UPDATE

So as to encourage social distancing, we have decided, effective March 28th, to close our common areas which means that group activities, including bowling, fitness classes, movies and the like will need to end for the time being. We apologize for this inconvenience, however Southgate's management thinks that this is in the best interest of our Residents and Employees.

March 27, 2020

Our Residents' safety has always been Southgate's watchword. As you know, Continuing Care Retirement Communities such as Southgate are now facing the challenges of preventing the Coronavirus (COVID-19) from coming here, and in doing so, keeping our Residents and Employees safe. We simply must minimize the possibility of our Residents and Employees being infected. To that end, we have implemented the following:

- The number of entrances has been minimized, and all side entrances into the facility have been closed. The main entrance to Southgate in the West Building is open 24/7 and is manned with Southgate personnel for the purpose of screening all employees, residents and visitors. This includes taking their temperatures.
- Only essential visitors are allowed at this time. This includes emergency personnel, private aides or family members who are providing direct care, and package delivery personnel who drop parcels off at Southgate's main entrance (all packages are wiped down with sanitary wipes).
- We encourage the practice of "social distancing" and hand sanitization throughout the campus.
- Outside vendors of programs such as lectures, concerts, etc. have stopped.
- Communal dining in our restaurants has stopped; instead, room service is available for all meals for all residents.
- We have deployed our housekeeping staff and are utilizing them primarily to sanitize the common areas multiple times a day. These efforts are tripled in high traffic areas.
- The hair salon has been closed.
- All group activities are now limited to no more than 10 people, all of whom must practice "social distancing."

The biggest challenge to Southgate Residents is the boredom that can set in with so many restrictions. To alleviate this, we are modifying some of our current programs to adhere with the "social distancing" recommendations. We are also increasing our in-house programs, such as movies, exercise classes, etc.

Eventually, we will be back to normal. Until then, we appreciate the patience of the entire Southgate community, including Residents, employees and our campus neighbors.

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Director of Southgate at Shrewsbury

Kara Ewick
Resident Services Director

Dana Levenson
President & Chief Executive Officer

MARCH 25, 2020