

April 6, 2020



Dear Residents and Families,

We are pleased to report that we continue to be free of any known COVID-19 cases at the community.

Last week, we sent word that Personal Protective Equipment (PPE) was being hand delivered or shipped to each community. Those deliveries were successful.

One of the many benefits of being able to hand deliver the PPE to some of the communities was that we learned from the heroes and heroines on ground – those who are serving and caring for the residents directly. Part of their feedback and sharing echoes that of the residents and families, which is to help us find more ways to connect with each other.

To that end, we've dedicated each Saturday of our COVID-19 strategic planning calls for sharing best practices where leaders from over 16 communities share creative ways to connect with residents and families during this time.

Of a more clinical nature, we have two teams designated to design COVID-19 testing protocols and a telehealth platform. At this time, testing has been highly structured by the Centers for Disease Control and Prevention (CDC), the local health departments, and the resident's primary care provider. I've included the guidelines for testing with this letter to help keep you informed. We have now been able to equip communities with testing kits. Whether to test or not continues to be at the discretion of the healthcare providers. We are actively working with our providers to assure that when it's prudent to administer a test, we can support this process.

The telehealth platform, which by definition means a broad range of technologies & services to provide resident care and improve the healthcare delivery system as a whole, will allow us to connect the resident's primary care doctor directly to their medical records, providing them insight and critical information to support their overall well-being. In some cases, we are preparing to launch virtual visits with their provider from the comfort of their suites.

All of these efforts have been initiated to support the quality of life for our residents while adhering to the "shelter-in-place" orders and preventing unnecessary exposures to COVID-19 in the community. If you have any questions, please reach out to your community president.

In Good Health,  
Tammy L. Marshall  
Chief Experience Officer  
Thrive Senior Living

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## COVID-19 Symptoms: Fever, Cough, and Shortness of Breath

### PRIORITY 1

Ensures optimal care options for all hospitalized patients, lessen the risk of healthcare-associated infections, and maintain the integrity of the U.S. healthcare system

- Hospitalized patients
- Healthcare facility workers with symptoms

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### PRIORITY 2

Ensures those at highest risk of complication of infection are rapidly identified and appropriately triaged

- Patients in long-term care facilities with symptoms
- Patients 65 years of age and older with symptoms
- Patients with underlying conditions with symptoms
- First responders with symptoms

### PRIORITY 3

As resources allow, test individuals in the surrounding community of rapidly increasing hospital cases to decrease community spread, and ensure health of essential workers

- Critical infrastructure workers with symptoms
- Individuals who do not meet any of the above categories with symptoms
- Healthcare facility workers and first responders
- Individuals with mild symptoms in communities experiencing high numbers of COVID-19 hospitalizations

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**NON-  
PRIORITY**

### NON-PRIORITY

- Individuals without symptoms