

MEDIA STATEMENT FOR IMMEDIATE RELEASE

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ARROWHEAD SENIOR LIVING MITIGATING SPREAD OF CORONAVIRUS THROUGH STRICT ADHERENCE TO INFECTIOUS DISEASE PROTOCOLS AFTER RESIDENT TESTS POSITIVE FOR COVID-19.

Osage Beach, MO (July 14, 2020) – Despite the unique challenge of caring for seniors, Arrowhead Senior Living staff members have used infectious disease protocols to mitigate the spread of Coronavirus. While staff have strictly adhered to the protocols, a resident had an unauthorized open window visit with family members which were later diagnosed with COVID-19.

On March 11, our community began restricting non-essential visitors and started a rigorous screening of all staff as well as enhanced monitoring of all residents. The community has allowed window visits that require the window to remain closed during the visit. In the case of the resident that tested positive, the visitors did not check-in with the community and visited through an open window which does not follow the protocols of the community.

The staff was immediately responsive to the resident that informed staff he/she had been exposed to COVID-19 through the unauthorized visit and quickly notified other residents, family members, resident physicians, and government agencies when the resident tested positive for COVID-19. The positive resident is recovering at the community but is on isolation in accordance with infectious disease protocols. Today, we continue to work with government health agencies and follow all industry best practices to mitigate spread of the virus. Some of these best practices are listed below:

- All staff members at Arrowhead Senior Living have been wearing personal protective equipment since March and continue to do so to this day.
- Community access is restricted to essential staff and guests.
- Activities and dining have been adapted to allow for social distancing.
- All staff members are screened at the start of their shift as well as partway through their shift for any COVID-19 symptoms.
- Any staff member who is symptomatic is not allowed to work at the community in accordance with the CDC guidelines for health care workers.
- Community areas are being vigorously cleaned and disinfected regularly.

As a result of these efforts, there has not been a new diagnosis of COVID-19 since the notification of the exposure. This does not mean our community is in the clear. However, it is a sign our protocols are effective, and we are headed in the right direction. This progress is the reflection of our team's hard work and strict adherence to infectious disease protocols.

To our residents and families, we thank you for your tremendous support; the outpouring of gratitude and love you've shown us is inspiring. We will continue to keep you informed throughout the coming weeks.

To our staff, you are remarkable. Thank you for caring for our residents as if they were members of your own family.

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