

To: Still Hopes Apartment, Cottage, and Concierge Residents

From: Danny Sanford, CEO

Date: July 27, 2021

Subject: Current COVID Status

Still Hopes Residents,

I have been hearing reports that some of you are unsettled by the recent resident COVID case in our River Banks Assisted Living Neighborhood. If you would allow me, I would like to take a moment and (hopefully) calm your fears concerning this issue. While any case of COVID is taken very seriously at Still Hopes, the term “outbreak” can certainly cause some alarm. Due to the nature of the Still Hopes campus, and who we serve, we are required by DHEC to use the term “outbreak” if we have even one single COVID case on our campus. As of right now, we know that we had one assisted living resident and one staff member test positive for COVID last week. While the staff member does work in a licensed neighborhood, they do not work in River Banks and these two cases were completely unrelated. The assisted living resident is recovering nicely at a family member’s home, and the staff member is recovering very well at their own home. The assisted living resident is only off campus because that is a DHEC requirement until 10 days has passed since the positive COVID test result.

As I stated in my memo last week, increased testing and protocols will need to be followed in the licensed areas at this time. Please consult that memo for full details. If you have misplaced the memo, you can visit stillhopes.org/covid-19 or call Stephanie Parker at (803) 739-5002 for another copy. Also, visitation in the licensed areas will be impacted in the short term. Here is the information that was given to all family members whose loved ones reside in our licensed areas as of this past Friday, July 23:

River Banks, Broad, and Saluda

- These neighborhoods will remain on isolation until 08-3-2021 assuming there are no further positive exposures or new cases.
- Residents should stay on the neighborhood but are not restricted to their rooms.
- Residents should physically distance in common areas and should not leave the neighborhood for recreation such as hair appointments or exercise but may leave for medical appointments.
- Compassionate Care visits will be accommodated once approved and scheduled by the Unit Coordinator. These are one hour long with a maximum of two people per day. Visitors are required to wear a mask during the duration of their visit when in the building. This includes both vaccinated and unvaccinated visitors.

Rose Gardens, Congaree, Sanders Rehab Suites

- Indoor and outdoor visitation may resume from 8AM-8PM but visitors are required to wear a mask during the duration of their visit when in the building. This includes both vaccinated and unvaccinated visitors.
- Indoor visitation will be capped at 2 people in the resident’s room at a time. No common areas are allowed to be used during visits.

- Regular activities may resume, and residents are not restricted to the neighborhood but may not visit another neighborhood, or travel through another neighborhood on isolation without compassionate care approval.

In short, visitation to licensed neighborhoods will be limited for the next week or so, and the three exposed neighborhoods will remain under precautions until testing reveals no new cases for a period of at least 14 days. The exposed neighborhoods are Saluda, Broad, and River Banks. If you would like a full copy of the memo distributed to family members of the licensed areas, you may visit stillhopes.org/covid-19 or contact Stephanie Parker.

Like always, thank you for being such good partners with us. The safety of our residents is of utmost importance, and we appreciate your trust in us as we continue to navigate these ever changing waters.