

Coronavirus (COVID-19) Update

Dear Residents, Families and Prospective Residents

Canterbury Tower is taking precautionary measures, following guidance from the Centers for Disease Control and Prevention (CDC), which has released guidelines for employers and businesses to contain the spread of the virus. Our number one priority is the health and safety of our residents, associates and families.

Currently, Canterbury Tower is concentrating on prevention. Our support center is reinforcing our policies and procedures for contagious illnesses such as influenza with staff. These include reminders about flu vaccines, washing hands with soap and water for at least 20 seconds, staying home when sick, and taking flu antivirals as prescribed.

We have a community support center emergency response team in place to provide support to the local teams, especially in the event of a confirmed case of COVID-19.

We are vigilant about protecting our residents and associates while balancing our call to serve and we are following local and state guidelines regarding visitor protocol. The state of Florida has issued an Executive Order 20-52 prohibiting visitation to long term care communities. You can access the order [here](#). For additional peace of mind, we have an electronic sign-in system to track and screen visitors for Coronavirus related symptoms. For our resident and associate safety, visitation has been restricted in all communities to only essential health related support personnel. Even approved personnel must agree that they are not sick or showing signs of respiratory illness or have other risk factors for COVID-19 via our electronic sign-in system. In Florida, we are further screening for temperatures or fever of anyone who is requesting to enter a community.

To further mitigate risk, we have suspended Canterbury Tower sponsored/planned group outings and large group activities. However, we recognize the importance of staying connected. For that reason, we are promoting virtual visitation using technology to connect our families and for prospective residents and/or guests to see our communities, ask questions or even meet other residents, “virtually.” These guidelines will follow suit until April 14th or further notice. If you would like information or want to connect or “see us” – feel free to visit www.canterburytower.org for our number. Our associates will arrange for a facetime call or video meeting where they can introduce you to our team, show you our beautiful communities and demonstrate our commitment to care.

If a confirmed case were to occur, we would continue to act in full compliance with the CDC, local and state health authorities. We would follow the CDC guidance for confirmed

cases in healthcare settings; that guidance includes steps to minimize chances for exposure, adhering to personal protection protocols and managing visitor access.

While this situation continues to evolve, we appreciate the opportunity to serve at Canterbury Tower. We will continue to closely monitor the outbreak and take actions necessary to help keep our residents, associates and families safe. We ask for your support and patience as we work together to provide our associates, residents and families the best service and care while balancing the responsibility of keeping everyone healthy, and safe.