

March 10, 2020

Dear Family Members, Volunteers and Vendors:

In an effort to ensure the health and safety of our residents during the nationwide spread of COVID-19 (the new coronavirus), we are implementing some additional protocols for visitors to SEM Haven, including but not limited to family members, volunteers, vendors, etc.

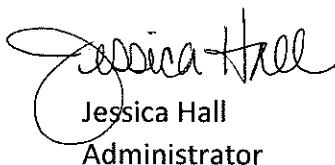
SEM Haven is currently discouraging unnecessary visits to the building. Should you need to visit our home, we are asking that all visitors use the main entrance. Upon entering, you will be asked to complete a screening tool we have developed and also wash your hands in the lobby restroom to reduce our resident's risk of exposure. During times that the receptionist is not present, we ask that you wash your hands, complete the screening tool and take it to a household nurse for further direction.

We continue to ask that you:

- Stay home when you are sick or experiencing fever, cough, and/or breathing difficulty. Or if you have traveled outside of the Tri-State area in the last 14 days.
- Wash your hands often with water and soap for **20 seconds or longer**. Dry hands with a clean towel or air dry them.
- We are offering alternate means of communication so you can still be in touch with your loved ones.

We want you to know that we are taking this situation very seriously and are working closely with both the Ohio and Clermont County Departments of Health, Centers for Medicare and Medicaid Services and our corporate management group to mitigate any risks here at SEM Haven. Please contact your household leader for alternate ways to communicate with your loved ones. Thank you so much for your understanding and cooperation during this time. We will continue to communicate as necessary.

Sincerely,



Jessica Hall
Administrator