

Dear Holiday associates,

You have surely noticed the increase in media coverage and updates on the global spread of the coronavirus. We want you to be assured that we continue to monitor the situation and our focus remains on the health and well-being of our associates, residents and partners.

We have set up an emergency response task force to monitor the coronavirus (COVID-19) situation, obtain up-to-date recommendations from the Center for Disease Control and Prevention (CDC) and local health officials, and coordinate Holiday's preparedness response.

Coronavirus (COVID-19) Preparedness Update

Presently, no actual or suspected cases of coronavirus have been reported at any Holiday community. However, we are continuing to monitor the situation and implement precautions on a proactive basis. Below is a list of reminders all Holiday leaders must follow to help prevent a virus outbreak within our communities:

Best Practices for Prevention and Preparedness Regarding COVID-19

- **Follow existing infectious disease protocols.** Holiday's [Disaster and Emergency Manual](#) provides detailed information for infectious disease protocols that must be followed in the event of an influenza or norovirus outbreak. See pages 109-126 of the Disaster and Emergency Manual. These measures, supplemented by the additional steps below and that will be shared in the coming days, will minimize the risk of the coronavirus spreading at Holiday communities. If you are not familiar with the Disaster and Emergency Manual, ask your manager to review it with you.
- **More frequent and vigorous cleaning of high touch areas,** such as doorknobs, handrails, keyboards, telephones, and elevator buttons. Common areas and all high-touch areas need to be cleaned and sanitized throughout the day to eliminate viruses from the surface. Stay tuned for additional instructions for a heightened cleaning protocol to be implemented until the coronavirus threat no longer exists.
- **Educating staff, residents, and visitors.** Remind staff, residents, and visitors of the things they can do to reduce the risk of infection:
 - **Wash hands** often using soap and warm water.
 - **Avoid touching** your eyes, nose or mouth with unwashed hands.
 - **Avoid close contact** with people who are sick.These reminders should take place regularly during Take 10s and pre-meal huddles, and during resident mealtimes.
- **Rapid escalation of illnesses.** If any resident or associate exhibits fever, cough, and shortness of breath symptoms, immediately inform your Regional Director of Operations and Lorna Hall, Fire & Life Safety Manager (firelifesafety@holidaytouch.com).
 - All residents who feel ill or exhibit flu-like symptoms should stay in their room or should be encouraged to seek medical advice. Holiday will waive any meal tray fees for residents who feel ill and need to be served a meal in their apartment.

- Holiday associates who feel ill or exhibit flu-like symptoms should communicate with their manager and stay home when feeling sick.
- **Actively encourage sick employees to stay home:**
 - Employees who have symptoms of acute respiratory illness (fever, cough, and shortness of breath) are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
 - Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.
- **Separate sick employees:**
 - CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).
- **Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees:**
 - Place posters that encourage [staying home when sick](#), [cough and sneeze etiquette](#), and [hand hygiene](#) at the entrance to your workplace and in other workplace areas where they are likely to be seen.
 - Provide tissues and no-touch disposal receptacles for use by employees.
 - Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
 - Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
 - Visit the [coughing and sneezing etiquette](#) and [clean hands webpage](#) for more information.
- **Screening visitors prior to entry to identify potential for risk.** Ask all visitors, including family members, vendors and outside care providers, to identify whether (1) they have traveled recently to China or Iran within the last 21 days, (2) they have been in contact with anyone who has traveled to one of these places within the last 30 days or has been exposed to coronavirus, or (3) they are experiencing cough, shortness of breath, and fever symptoms. Ensure signs are present at the main entrance and the front desk to facilitate the self-identification process. If the visitor answers "yes" to any of these questions, explain Holiday's protocol of protecting the safety of associates and residents and ask the visitor to make alternative plans to meet with resident out of the community.

Contact: More information will be communicated per CDC recommendations. If you have any questions about the Coronavirus, please contact your Regional Director, or Lorna Hall at firelifesafety@holidaytouch.com.

Action: Review all best practices to ensure preventative measures are in place and protocol is followed. Post this information in associate areas and hand a copy to each associate during Take 10 meetings.

We will continue to update you as we learn more and do our best to keep you informed about what we are doing as a company and how best to prevent the spread of the virus. If you have travel planned and have questions, please don't hesitate to reach out to your manager or contact anyone in HR in the support center.

We want to thank you and let you know how much we appreciate your flexibility and commitment. Thank you again. We are here for you and will get through this together, as we always have.

We encourage you to stay informed and to monitor the [CDC \(www.cdc.gov\)](http://www.cdc.gov) and [WHO \(www.who.int\)](http://www.who.int) websites for accurate and verified information.