

March 31, 2020

Dear Residents, Families and Friends,

As you know, the world is fighting a deadly virus that is rapidly spreading, causing our lives to be challenged in significant ways. So many things around us are changing as a result of COVID-19. This dangerous and sometimes deadly virus cannot be compared to the flu; it is more contagious and the fatality rate is substantially higher. Over the course of two months, a person with the flu is able to spread the illness to about 386 people. During the same period, a person with COVID-19 can pass the virus to nearly 100,000 people. Presently, Michigan is the state with the fourth most confirmed cases of COVID-19 in the United States

Thankfully, no employee or resident of The Brook Retirement Communities (“The Brook”) has tested positive for the virus thus far. That said, we must not take this virus lightly, and we must be proactive to save lives. Our current safety measures have been in place since March 12, 2020. As the number of cases in Michigan continues to increase, we need to tighten our policies.

Beginning Wednesday, April 1, 2020, The Brook will implement “Shelter in Place”—all residents of The Brook will be asked to shelter in place within their apartments.

Additionally, The Brook will employ the following policies and practices:

- A primary symptom of the virus is that of raised body temperatures over 100.4 degrees (fever). In the elderly, it is also noteworthy to know that a low body temperature (less than 97 degrees) can be indicative of the virus. Another indicator of a potential infection is a change in mental status for those with dementia. Accordingly, our Clinical Staff (RNs and LPNs) will make daily rounds to monitor for any change with mentation or body temperature in all residents. Families will be notified immediately in the event of any symptom related to COVID-19.
- Since March 12, 2020, all staff body temperatures have been taken prior to the start of their shift. This practice will be increased to twice during each shift. We will also continue to have each staff member complete an exposure questionnaire prior to his or her shift.
- Employees of The Brook will continue to wear masks and gloves when entering a resident’s apartment. We will also now be requiring staff to wear gowns and eye protection. Please keep in mind that these measures serve as protection for both the employee and our residents. Every ounce of prevention helps, so we are also going to ask our residents to be masked whenever an employee enters their apartment.
- The Brook has always placed great value on the education and training of our employees, including education for infection control and, now, for COVID-19. This effort, will remain at the forefront of our priorities.

- The Brook is in constant consultation with medical professionals, CDC guidelines, and local health officials to adhere to best practices in the care of our residents. With their guidance and expertise, we are in the development of an Emergency Plan in the event that COVID-19 becomes an overwhelming presence in our towns or our communities. This is, of course, a preemptive measure at this point. We pray that we never have to utilize the plan.
- Although small and large group activities have been discontinued for the foreseeable future, we will be creative with providing opportunities to alleviate boredom.

What can you do?

- It will be important to keep everyone calm and to understand that these are preventive measures intended to keep everyone safe. Please talk to your loved one and provide reassurance.
- Please honor our “Shelter in Place” status. Do not bend the rules.
- Please consider securing a mask for your loved one. We have masks that can be provided in the event that your loved one does not have a mask, however, supplies are limited so any donations are very welcomed even if it is just a single mask for your loved one to use. If you have any other supplies that you are willing to donate, please contact our corporate office to let us know: (989) 745-6500.
- Your gifts and sundries to your loved one continue to be welcome at the specified drop off times. We would ask that you not burden the staff with a large volume of items. They are receiving and sterilizing the items prior to delivery, so numerous items can add a lot of work. Do not forget that meals are available through Good Living Kitchens at each site.
- Finally, we are establishing a list of volunteers who might be interested in providing a service to our employees and residents at each of The Brook’s facility in the event of an emergent need. If you would be interested in assisting us, please contact our corporate office at the number listed above.

We have appreciated the outpouring of support and understanding that we have received from so many. Together we will see this through. Thank you and stay safe.

The Brook Retirement Communities