

March 10, 2020

COVID-19 (Coronavirus) – An Update from Mark Ricketts, President & CEO

The media coverage of COVID-19 (the coronavirus) has grown quickly across our country over the past week. Information is plentiful, sometimes inconsistent and perhaps a little overwhelming. Ensuring our residents and staff are in a safe and healthy environment is our highest priority.

What we know

- As of now, no National Church Residences resident or employee has been identified as infected by COVID-19.
- A majority of states in the U.S. have confirmed cases of the coronavirus and 103 nations around the world.
- As of Monday, there were less than 600 cases in the U.S., a population of 331,000,000.
- The U.S. Centers for Disease Control and Prevention (CDC) warned that Americans should “brace for the likelihood that the coronavirus will spread to many communities.”
- The CDC warns us that older adults and people with chronic medical conditions may be at risk of severe disease should they contract the coronavirus and the global case fatality rate is 3.4%

What we are doing

- We continue to monitor communications from the CDC as well from state and local health officials.
- We are committed to frequent communications during this unique situation.
- An inter-departmental task force meets every day to receive new information, to review, modify or draft our infection control protocols and to inventory supplies. This task force reports to me daily.
- **Effective immediately we are implementing a Level 1 Preventive Care Plan for all settings of care, housing and employment.**

What you can do

- **Be calm:** If you or a loved one are being impacted directly by the virus, the best thing to do is to remain calm, relaxed and know that our care teams are working diligently to prepare for the prevention of infection.
- **Stay tuned:** We are committed to providing you with timely updates and guidance.
- **Be Compliant:** While we recognize our measures may create inconvenience, we will continue to act in the best interest of all concerned by following the appropriate agency rules and regulations for care and service at our senior campuses and have implemented a Level 1 Preventive Care Plan.
- **Contact Us:** If you should have a concern regarding a specific resident or one of our campuses with regard to the virus, please email us at info@nationalchurchresidences.org.

I want to extend a special thank you to our staff for their tireless efforts to serve our senior residents at this unsettling time. I also want to thank our residents and their loved ones for your continued trust.

Together, we will get through this evolving issue.

Sincerely,
Mark Ricketts, President & CEO

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