



A Message from Sara McVey  
President & CEO  
Sequoia Living

SEQUOIA LIVING<sup>SM</sup>  
Life Services for Seniors

**To: Sequoia Living Residents,  
Customers & Staff**  
**Wednesday, April 1st, 2020**

**How Are You Doing?**

Because I work with amazing people, I often get asked, “How are you doing Sara?” Well, today is Wednesday, April 1st, and it’s hard to believe our new normal involves things like social distancing, sheltering in place, and looking sideways at the person next to us who coughed.

I have experienced a series of emotions over the past few months. At first there was a bit of fear. My 20-year old stepdaughter Claire was in Paris for a college semester and I was worried about getting her safely back to the United States. Yesterday she tested positive for COVID-19. She is fine and already complaining about being bored.

Today, I can honestly say that I am feeling optimistic, proud, and an immense degree of gratitude. The Board, Staff, Residents, and Customers of Sequoia Living continue to roll up their sleeves and show COVID-19 who’s Boss! Let’s stay strong together – we will get through this.

**Ways We Are Dealing with COVID-19 Cases**

Despite our extensive precautionary measures, on Saturday, March 28 we learned that an **employee** at one of our Affordable Housing communities, **Western Park Apartments (WPA)**, tested positive for COVID-19. The employee last worked at WPA on Tuesday, March 24 and did not have contact with any residents during the week. The employee is currently self quarantined at home under the care of a physician and doing well. Individuals who came into direct contact with the employee are taking all necessary precautions and are self-isolating. This is the first known case of COVID-19 at any Sequoia Living community or site.

**While I know this news is distressing, I want to assure you that Sequoia Living is well-prepared to rise to the challenge.**

**We have taken steps to protect our residents and staff, including:**

- Professionally and proactively deep cleaning and sanitizing the facilities.
- Encouraging a reduction in visitors and deliveries.
- Canceling events and non-essential outside medical appointments.
- Reminding to repeatedly hand wash and not touch your face.

WPA staff are receiving additional guidance from the San Francisco County Department of Public Health and are following the procedures recommended by the Centers for Disease Control and Prevention (CDC).

Ways Sequoia Living Helps to Flatten the COVID-19 Curve  
Part of our commitment to you is to stay abreast of new approaches and technologies that can help us continue to lower the risk of exposure in our communities. Here are a few projects we are working on:

- **Faster COVID-19 Testing:** Sequoia Living has partnered with Magnolia Diagnostics, a leading independent laboratory, to offer residents in our Continuing Care Retirement Communities (CCRC) faster on-site COVID-19 testing, with results available in 24-48 hours. Kits and a limited number of swabs have been delivered to each CCRC. *Please ask your administrator or ED for details.*
- **Automated Sign-In Screening:** We are in the process of obtaining Accushield digital kiosks to help streamline the sign-in and screening process for staff and visitors. We’ll update you on the details of this project as it unfolds.
- **Stewarding our Personal Protective Equipment.** Our COVID-19 Task Force and clinical staff members have been carefully monitoring our current supplies of personal protective equipment (PPE) and are reaching out to alternative sources to secure more.

This Week’s Bright Spot Thanks to Sequoia Living’s partnership with Senior Services for Northern California (SSNC) and Morrison Living, our Affordable Housing residents received their first bag of healthy groceries this Monday. Kudos to the amazing Affordable Housing and Dining Services teams for making the first grocery delivery day such a success.

**With Gratitude...** We couldn’t do any of this without our talented, caring, and vigilant staff members. These Sequoia Living Superheroes bring their best selves to work each day, even in the face of uncertainty.

I am very aware how you, our valued Staff, must feel walking through the doors of our communities with so much unknown before you. We are working on creative ways to recognize these efforts and will continue to seek out resources to help people through this challenging time.

I’m also grateful to our Residents who are being understanding and good-humored as they abide by the shelter-in-place and social distancing protocols, which have now been extended into May1. Being physically separated from others is stressful, especially for such vibrant and social people.

I want to thank all of you who have taken the time to reach out to us with your calls, emails, and notes—these appreciations are true bright spots in these uncertain days. Keep sending them, as we are posting for all to read. You can also send them to:

**COVID-19questions@sequoialiving.org**

These gestures remind us that school may be canceled but kindness certainly is not. It also affirms that we are all connected, we all matter, and that together, we are #Sequoia Strong.

**COVID-19 Action Plan can be found online at:**

<https://thetam.org/wp-content/uploads/2020/03/SEQUOIA-LIVING-COVID-19-RESPONSE-PLAN-3-13-2020.pdf>