



To: Sequoia Living Residents, Customers, and Staff
From: Sara McVey, President and CEO
Date: Thursday, April 30, 2020

Very Few Covid-19 Cases So Far

So far, we have had zero resident and three staff cases. You all deserve our thanks for continuing to follow the standards put in place—it is working well at all locations. The Sequoias Portola Valley (SPV) staff member who tested positive last week is on the mend. The other SPV staff member who was diagnosed mid-April is doing well at home. These were unrelated cases in separate departments.

Honoring Privacy and Following Protocol

I have a parent in assisted living in Wisconsin and I understand how it can be troubling when cases are confirmed, and limited information is shared—we do this to honor the privacy of individuals. However, those who need to know more, we will share more. This applies to family members, staff, and residents. We follow a strict protocol of contacting individuals who may have had contact with the affected person. Furthermore, we will continue daily screening of staff; implementing CDC procedures; double sanitizing; social distancing, wearing masks, hand hygiene, and collaborating with our Medical Directors. You can find our organizational plan at [COVID-19 Action Plan](#).

Post-COVID Playbook

We are reinventing our business in the face of Covid-19. Our Sequoia Living teams are kicking off a series of virtual meetings to discuss our new 'normal' and how we will continue to keep one another safe. Risk increases as the Shelter in Place order lifts. Current protocols will be in effect until Phase Three of the [White House's Opening Up America Again Plan](#) is activated. [<https://www.whitehouse.gov/openingamerica/>]

Sequoia Superheroes

Staff and Residents continue to sock it to Covid-19. Last week, team members received care packages of Sequoia Superheroes socks and hand sanitizer. Check out the amazing photos on [the Sequoia Living website](#). [<https://sequoialiving.org/sequoia-living-superheroes-sock-it-to-covid-19/>]

Keep sending your appreciations notes to superheroes@sequoialiving.org and questions and ideas can be sent to covid-19questions@sequoialiving.org.

While the impact of this crisis will be felt for some time, we will emerge an even better Team and organization. Stay Strong. Stay Safe. Stay Kind.

Sara