

August 14, 2020

Dear Beatitudes Campus Residents, Families and Staff,

This week I thought I would share information with you about our staff and how much is being done to support the team so they can adapt, pivot and overcome obstacles during this unprecedented and uncharted time in our country. I could not be more proud of the Beatitudes Strong Team!

Everyone at the campus is considered an essential worker and we have asked so much of them as they continue to serve our residents and families during this pandemic. We faced so many unknowns about the virus and fluid guidance from authorities, but we knew that one of the top priorities was to protect our staff. In March, we rapidly developed a response to the COVID-19 challenges to keep our staff safe and healthy. We relied on guidance from federal and state authorities and our own professional association, LeadingAge, to support and safeguard our staff. We took an active role in protecting their health by monitoring temperatures and symptoms on arrival to campus. We adjusted our Paid Time Off (PTO) policies to encourage them to stay home if they felt ill. We continue to educate our team on monitoring potential symptoms, wearing masks, hand hygiene and social distancing policies. For our direct care workers and for our support staff in the licensed areas, we ensured we had enough Personal Protective Equipment (PPE) even when the nation was facing a shortfall. The staff using PPE are given education regularly as to the proper donning, doffing and disposal of the gear.

Even with all these precautions, unfortunately, COVID-19 did enter the campus. As Arizona's COVID-19 cases increased, the virus entered the campus, despite our strict protocols. And when the virus came, we took measures to prevent the spread as much as possible. We started regular COVID-19 testing of the entire staff, so that we could identify and isolate positive staff, many of whom were asymptomatic. We emphasized more education on mask wearing, hand hygiene and infection control. We brought in an infection control expert to audit our procedures and provide additional education to staff. So far, these measures have slowed the spread of the disease.

Early on, we also mapped out essential functions and schedules that would be necessary during the pandemic. We arranged for flexible and/or remote working opportunities for those who can work remotely without disrupting operations or for those with a personal health or family health need. One of the most important things we did was to pivot job roles during this pandemic and, by doing so, we have avoided laying off or furloughing any staff member. We have created resources for those with unexpected child care expenses and support them in many ways as they navigate the unknowns of the upcoming school year. As we have pledged transparency, we have calls with our key managers to provide a forum for discussions and knowledge.

This Beatitudes Strong Team has given us so much of their lives, and we have tried to care for their mind and soul as well as their bodies. We have provided confidential counseling for those who reach out and we provide regular phone calls to our staff who are affected with COVID-19 or whose family has been impacted by COVID-19. We awarded our staff with three months of Beatitudes Strong monetary awards, we celebrate with pizza, Beatitudes Strong "swag," impromptu celebrations outside.

Beatitudes Campus is a leader across the country in our response during this pandemic and the Beatitudes Strong Team has shown such resilience. Every day, I am inspired by the good I see around the campus. Every day, our staff comes to work even amid difficulties in the community, and even amid the risk they face and Arizona Gov. Doug Ducey’s admonition that we are all “safer at home.” This staff comes to work because they are committed to serving our residents, families, colleagues and the community. I am forever grateful.

We have completed many COVID-19 tests this week. Of the 223 staff who were tested with the PCR (nasal swab) test, 221 came back negative, and 2 are still pending results. Also, the Arizona Department of Health Services tested residents and staff in Plaza View Assisted Living and Early Memory Support. The staff received serology IgG antibody tests and three were shown to have antibodies and one was equivocal, meaning the results were neither positive nor negative. This staff person is in quarantine at home and is being retested. The residents received the PCR (nasal swab) test; results are still pending.

Thank you for keeping our residents, our staff and families in your hearts and supporting our efforts. Working together, we are Beatitudes Strong.

Please stay safe.

My best,



Michelle Just, President and CEO



Date: 8/14/2020

COVID-19 CASES DASHBOARD

BEATITUDES CAMPUS RESIDENT COVID-19 CASES

	Active	Recovered	Deaths	Total
Skilled Nursing/Advanced Memory Support Residents	0	11	7	18
Assisted Living/Early Memory Support/Plaza View Residents	0	12	2	14
Independent Living Residents	0	5	2	7
TOTAL CASES	0	28	11	39

BEATITUDES CAMPUS STAFF COVID-19 CASES

	Active	Recovered	Deaths	Total
Health Care Center - Direct Health Care Staff	0	22	0	22
Health Care Center - Support Staff	2	8	0	10
Assisted Living/Early Memory Support/Plaza View - Direct Health Care Staff	1	10	0	11
Assisted Living/Early Memory Support/Plaza View Support Staff	0	4	0	4
Independent Living Staff (Administration/Home Services/Support Staff)	0	12	0	12
Contracted Health Care Workers	0	2	0	2
TOTAL CASES	3	58	0	61