



Coronavirus Update – Actions Being Taken by Sequoia Living

To: Sequoia Living Residents, Customers, and Staff

From: Sara McVey, President and CEO

Date: Tuesday, March 24, 2020

Staying Safe

COVID-19 has changed our daily lives in unprecedented ways, from where we travel to how we interact with our friends and loved ones. This pandemic requires us to be resilient, dedicated, cautious, and compassionate. It challenges us to work together and to support one another.

Our Sequoia Living Commitment is to go above and beyond for the peace of mind, health, and well-being of our Residents, Customers, and Staff. I invite you to read the [Sequoia Living COVID-19 Action Plan](#) to learn more about our Commitment and the steps we are taking.

Staying Connected

During this difficult time of social distancing, we are finding creative ways to support connection – a cornerstone of our culture. Sequoia Living Staff members are helping Residents and their loved ones connect through Skype, FaceTime, phone calls, and written notes. Where possible, our activities teams are using video to help Residents participate in their favorite fitness and recreational programs.

Throughout the Bay Area, our Resident Services Coordinators are conducting regular check-in phone calls with seniors in more than 19 affordable housing communities. Our Experience Corps Bay Area program team is keeping their senior volunteers engaged with video-based trainings. And although San Francisco Senior Center–Aquatic Park is now closed,

program Staff are connecting their members with virtual resources for seniors like Covia's [Well Connected](#) and [Well Connected Español](#).

Staying Nourished

Sheltering-in-place is also giving rise to new food and dining solutions. Residents of Sequoia Living's affordable housing communities will soon receive one bag of groceries per week for 13 weeks, thanks to a partnership between Senior Services for Northern California (SSNC), Sequoia Living, and Morrison Living. Our three Continuing Care Retirement Communities (CCRCs) are serving up warm meals with a smile to each apartment.

Staying Strong

Solutions like these are possible thanks to our Staff: the true Superheroes of Sequoia Living. Whether they're working on-site or remotely, our team members are rolling up their sleeves and making sure that the safety of Residents, Customers, and Co-workers remains at the forefront. Our front-line employees continue to provide outstanding service and care. Our office staff members are working remotely, using technology to collaborate. We're making sure all our Superheroes have the information they need with our new [COVID-19 HR Protocol and Resources Guide](#).

Even in this challenging time, Sequoia Living Residents, Customers, Families, Board Members, and Staff are rising together and supporting one another. Thank you for being a part of this effort. **Together, we are Sequoia Strong.**

We welcome your questions, feedback, or ideas for how we can continue to support one another during this global crisis.

Please share your thoughts at
Covid-19Questions@sequoialiving.org.