

# A Letter from Innovation Senior Management's Founder & CEO, Pilar Carvajal

*April 2nd, 2020*

Dear ISM Extended Family,

At Innovation Senior Management, critical measures are being taken in order to mitigate the risk of Covid-19. Our multifaceted approach includes several strategies.

We are staying up to date and complying with federal and state guidelines. As required, we restricted all visitors but have been actively involved in helping our residents communicate with family via email and video/phone calls to ensure that they are staying connected. Our staff is wearing personal protective equipment at all times and our housekeeping efforts are at an all-time high. All high touch areas are cleaned multiple times daily. In addition to the common areas, apartments are being cleaned more frequently.

Physical and mental health are of the utmost importance during times of stress. All group activities have been canceled, but our teams are conducting multiple activities with smaller groups of residents. We are also offering more one-on-one time with the residents.

We are following our protocols to ensure the safety and health of our residents and staff. We look forward to returning to some form of normalcy but will take with us the lessons learned during this time to ensure continued safety and health in the future.

Pilar Carvajal  
Founder & CEO