

Dear Residents, Team Members, Family and Friends;

We continue to be committed to keeping you informed on the latest COVID-19 guidelines and recommendations from the CDC, state and local governing authorities. These protocols can be challenging to follow and even unsettling to hear at times, and we are keeping each resident engaged, active and socialized through these transitions.

As you may be aware, federal and state agencies continue to provide stringent protocols around visiting senior living communities, self-isolation and social distancing. We have elected to update our protocol according to these guidelines in the interest of protecting residents and team members.

New Entry And Visitation Protocols

We continue to restrict all visitors from entering the community, with the exception of:

- Our team members
- Private caregivers
- Necessary skilled nursing or therapy groups
- Family members of residents who are on hospice and end of life care
- Deliveries of essential goods and services

The individuals who meet these criteria continue to go through our screening for symptoms and recent travel before being permitted to enter the community.

We strongly discourage any resident from leaving the community.

Effective immediately, any resident who leaves the community premises will be required to self-isolate for 14 days. Likewise, any resident moving into the community or returning from an emergency room visit, hospital admission or sub-acute rehab stay will also be required to self-isolate for 14 days upon their return. During the 14-day isolation, residents will receive enhanced screening for symptoms related to COVID-19. Our community teams are prepared to work closely with each resident and to provide assistance in meeting any needs a resident may have outside of the community including shopping and medication pickups.

New Dining Protocol

At this time, residents will no longer receive meals in the community dining room. To ensure the social distancing recommendation of six feet between each resident is maintained, meals will be delivered three times a day to residents' apartments. We will also be providing snacks and refreshments to each resident three times a day during wellness and activity check-ins.

Communicating With Family And Friends

Weekly Skype sessions are being made available and facilitated for each resident with their family members or friends.

We understand this is a difficult time for many. Thank you for your continued support as we implement these safety measures on behalf of the residents and team members. You can see updates here and on our community Facebook page as well.

Sincerely,

Rebecca Townsend
Chief Operating Officer

Lorie A. Dancy
SVP of Wellness/Chief Compliance Officer