

July 2, 2020

Dear Residents, Team Members, Family and Friends:

As you are aware, each state is in a different phase as they slowly take steps to re-open safely. We have considered each state's executive orders, CDC guidelines, and the volatility of COVID-19 and the prevalence of it in each community. Using this information, we have developed protocols to support each community as we slowly reopen dining, community spaces, amenities and group programs.

The following updated protocols are effective immediately:

New Residents:

- All new residents must be COVID-19 tested within 4-5 days prior to move in and the test results provided to the community prior to move in.
- If a new resident tests **negative** for COVID-19, he or she will be required to isolate for 14 days in their rented apartment after moving into the community.
- If a new resident tests **positive** for COVID-19 and moves into the community, he or she will be required to isolate in the cohort area for COVID positive residents.
- Any new resident – moving or being re-admitted into the community from a healthcare facility or another communal living setting – will be required to have a negative COVID test prior to moving in (unless the state mandates more than one negative COVID test prior to being discharged). The resident must isolate or cohort for 14 days upon moving in or being re-admitted, as directed by the state or the COVID-19 Response Team.
- The COVID-19 Response Team must review and approve any resident being re-admitted into the community from a healthcare facility or another communal living setting prior to moving in.
- Contact the COVID-19 Response Team if a prospective resident states he or she will not isolate after moving into the community.

Outdoor Visits:

The community must not have any COVID-19 positive residents for four (4) weeks before the general manager can request outdoor visits, common areas and amenities to re-open (*if permitted by the state and local government and unless a timeframe that exceeds the four (4) weeks is ordered by those agencies*).

- All resident outdoor visits must be pre-scheduled.
- No more than two (2) individuals can visit with one (1) resident at a time.
- No more than two (2) resident outdoor visits can occur at one time (*unless otherwise required by the state*).

- A community team member must be present during each outdoor visit to ensure six (6) feet of physical distancing is always maintained. Unfortunately, touching and hugging are not permitted at this time due to safety concerns.
- Community team members should maintain an appropriate distance from the resident and visitor(s) to allow privacy during the visit. However, team members should remain observant and be able to approach the visitation area quickly to aid or to reinforce protocol, if needed.
- The resident and visitor(s) must always wear face masks.
- Hand sanitizer must be applied, or proper hand hygiene performed by the visitor(s) and resident immediately prior to the visit.
- The table and chairs must be disinfected after the outdoor visit and allowed to air dry for at least 15-30 minutes before another visit can occur in the same location.
- All residents participating in outdoor visits must have a documented Focused Service Plan.
- If visitors do not comply with the rules listed above, they may be banned from future visits, until all visitor restrictions are lifted, or all visitation may be stopped at the community. **These rules are for the safety of all residents and team members to limit the risk of exposure.**

Fitness Centers, Common Areas, Beauty Salons, Dining Rooms, etc.:

- If a general manager wishes to re-open any common area or services in the community, please submit in advance all requests and plans to Solvere Living for review and approval.
- If there are positive cases of COVID-19 in a community, common areas and amenities may close for a minimum period of 2-3 days up to a much longer period. This will allow team members to disinfect all areas, contact trace and prevent further spread of the virus.
- **The closing period will be determined on a case by case basis for each community.**

Outside Providers:

- Examples of outside providers include primary care providers, podiatrists, psychiatrists, psychologists, social workers, counselors, therapy providers, salon stylists, private duty aides etc.
- Outside providers must submit a protocol to be reviewed and approved by the COVID-19 Response Team prior to services being rendered or they must agree to abide by our safety protocols.
- Only essential visits will be permitted.
- Request a negative COVID-19 test from outside providers. If they are not able to provide results indicating a negative COVID-19 test taken in the last 14 days, inform the COVID-19 Response Team for approval prior to admittance into the community.

- All private duty aides and companions must provide documentation of negative COVID-19 tests on a weekly basis.