

November 5, 2020

COVID-19 Visitation Protocols

Visitation protocols are being implemented in each community based on the Governor's Executive orders for the state in which they reside. County guidelines are also followed, when required.

We are committed to implementing visit protocols for each community. The guidelines vary from state to state, as well as the types of visitors that are permitted to enter each community. Types of visitors, outside of essential health care personnel, who may now visit are defined as general visitors, compassionate care visitors, and essential visitors. The types of visits, including window visits, outdoor visits and in person visits are also based on a variety of factors, such as each state's Executive Orders, required protocols and its COVID-19 status.

Every Solvere community continues to follow the Centers for Disease Control, federal and state guidelines pertaining to outbreak status, screenings and testing to ensure residents and team members are well; and to support the visitation process.

Each general manager will send a weekly correspondence to all residents and family members to keep them informed of the status of the community, residents and team members. As the outbreak status may change within a community, protocols will be adjusted accordingly. We appreciate everyone's flexibility and support keeping residents safe, while working towards implementing meaningful connections that are shared between loved ones.

Please contact the community's general manager directly with any questions or immediate concerns. Thank you for your ongoing support.