

March 16, 2020

At this time, we have no confirmed cases of COVID-19 in our communities. To continue ensuring our resident and team member safety, we are updating our protocol on visitation, dining, and programming. Following revised guidance provided by the CDC and various state and local regulatory bodies, effective immediately we are restricting access to all communities to only those persons who are absolutely necessary for the operation of the community.

It is critical that you assist us in ensuring the safety of our residents, team members, and community-at-large by following these guidelines. **Please note the most recent updates below:**

- **No Visitors**
  - Visitors are not allowed at this time.
  - Exceptions are made for community team members, emergency medical providers, hospice, pharmacy, regulators and inspectors, life safety and compliance vendors, food and other essential deliveries only - all will be screened with our questionnaire and temperatures are being taken.
    - Only contracted healthcare professionals providing services outside our regulatory scope will be allowed access.
  - We have established a no-contact delivery area in our vestibule should a need for essential items exist.
  - Per recommendation of the CDC, we are requesting residents remain in the community until further notice to limit the potential exposure to the virus.
  - We are encouraging residents use in-house beautician services available at each community.
- **No Communal or Group Activities**
  - We are not allowing volunteers, outside entertainers, trainers or clergy (except for end of life situations). We will be assisting our residents with communication using available options.
- **No Communal Dining** – In accordance with federal, state, and local health officials’ guidance, we are closing our communal dining areas and requiring all residents to dine in their apartments. We are waiving all meal delivery charges.

Please refer to previous communications regarding our ongoing protective measures. The health and wellness of our residents and team members remain our top priority. We will continue to update our protocols and precautionary measures to comply with new visitation restriction guidance that applies to senior living settings.

If you have further questions or concerns, please reach out to the community’s Executive Director.