



October 31, 2020

Hello Residents and Families,

As you may have seen in the news, the Department of Human Services (DHS) issued a policy allowing for measured and cautious indoor visitation in senior living communities. We welcome this change because we know how important it is to find the right balance for residents' emotional well-being and their physical well-being.

Although the new policy goes into effect Monday, November 2, DHS has acknowledged that it is unlikely that communities can put new visitation processes in place as early as Monday. The policy includes conditions for the community, residents, and visitors, requiring us to get ready before any indoor visits can occur. We wish it were as easy as simply opening our doors, but it will take a few days to put everything that is needed in place.

In the meantime, our existing visitation policy remains in effect. Communities with a looking glass are bringing them indoors so visits can still happen safely as the weather changes. Ask your community team for details about whether the looking glass is available in your community. We should have another update for you by Wednesday with more details about the conditions and new processes.

Again, we welcome this decision by the DHS, because we know how important it is for residents to spend time with loved ones. Having said that, we need to be cautious and remember that COVID is still a threat. Any additional arrangements we are making to comply to the new DHS policy on visitation will help to mitigate risk so that you can simply focus on enjoying your time together.

Sincerely,

*Brenda*

Brenda Connelly  
Chief Operating Officer