

May 17, 2021



Dear Family Members, Loved Ones, and Team Members,

We have completed our first month of in-apartment visits and it has been so much fun to see our residents reunite with family and friends! Based on recommendations from the Centers for Disease Control and the Virginia Department of Health, and because our resident population is 100% vaccinated, I am excited to announce we are implementing changes to our current visitation protocol.

All visitors and residents are asked to adhere to the following protocol when visiting our community:

- Visiting hours will be from 10am-7pm Sunday-Saturday. Visits will continue to be scheduled with the Concierge, but 24-hour notice is no longer necessary. Please keep in mind that appointments are based on a first come first served basis.
- We will increase the availability of visits from 2 visits per hour to 4 visits per hour in order to accommodate more guests throughout the day.
- Visitors entering our community will continue to be screened for signs and symptoms or possible exposure to COVID-19. Please do not enter the building without checking in with the Concierge first and signing in at the kiosk.
- Hand sanitizer will be available to ensure good hand hygiene.
- When both visitors and residents are fully vaccinated, masks can be removed and close contact can occur while in apartments or designated visiting areas.
- Vaccinated and unvaccinated visitors are expected to wear a mask and practice social distancing while coming to and from visits within the community.
- All vaccinated and unvaccinated team members are required to wear masks in our building.
- Visitors are asked to limit their movement within the community. Visitors should avoid common areas and refrain from eating in our dining room and participating in group activities.
- Residents can remove masks during activities if everyone in the group is vaccinated.

Visitors are expected to adhere to the above COVID policies. We appreciate your continued efforts to keep our residents safe and healthy! Please feel free to call if you have questions.

Sincerely,

Cristen Hackenbracht, ALFA, CDP
Executive Director