



March 6, 2020

Dear Community,

At Altercare, ensuring residents are cared for in a safe and healthy environment is our greatest concern and is always our top priority. Specific to the Coronavirus (COVID-19) virus, every Altercare manager is committed to assuring best practice and best outcomes are implemented.

Utilizing highly reliable resources, we have launched appropriate interventions. Our decision making is based in regular physician led planning sessions. Action steps will advance as events surrounding COVID-19 evolves.

The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we have immediately implemented to enhance our standard process for infectious disease management. Our first line of defense is to keep the virus out of the facility. For this reason, we have enacted a prudent visitor restriction policy to protect our residents, and to do our part to support community health. Please review the below.

***Do Not Visit If Symptoms Arise:*** At this time, do not visit the center if you have any symptoms of respiratory illness. Those symptoms include: cough, **fever**, sore throat, runny nose, and/or shortness of breath. We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them in the event that symptoms arise. These may include telephone, text, video chat or Facebook.

***Minors:*** No individual under the age of 18 will be permitted into the building for visitation. Exceptions may be requested. Please reach out to the facility Executive Director for specific requests.

***Travel:*** Please do not visit if you have traveled outside of the country within the past 14 days.

All visitors are asked to comply with our enhanced strict handwashing procedures. We will continue to stay alert and prioritize these updates and recommendations as released by the CDC in the weeks and months ahead. In addition, our centers remain in close contact with the local and state health department and are following their guidance.

Should you have any questions, please feel free to contact the Executive Director or our Care Line at 1.800.464.0157. Thank you for your support and understanding.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory R. Colaner", with a stylized flourish at the end.

Gregory R. Colaner  
President