



March 11, 2020

To Our Community,

As we continue to monitor developments in the coronavirus (COVID-19) outbreak, we are taking precautions to limit potential exposure risks. **Effective today we are prohibiting visitors to Altercare facilities until March 31**, with limited exceptions. This policy will be assessed as appropriate.

Resident's safety and quality of care remains our primary concern. Our physician lead response team continues daily meetings as they address insights and recommendations from CDC, AHCA, CMS and local departments of health.

**No Visitor Policy** – Due to this revised policy, requests for visitation will be monitored closely. In the instance that a family or resident is encountering hardship, exceptions will be considered.

Exception requests are to be made to the Executive Director at the facility. They will take the request to a clinical review committee for an appropriate response.

We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them. These may include telephone, text, video chat or Facebook.

We will continue to stay alert and prioritize these updates and recommendations as released by the CDC in the days and weeks ahead. In addition, our centers remain in close contact with the local and state health department and are following their guidance. For your convenience, you may stay current with updates regarding policies and procedures at [www.altercareonline.com/news](http://www.altercareonline.com/news).

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.

Thank you for choosing Altercare.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory R. Colaner", written in a cursive style.

Gregory R. Colaner  
President