



April 6, 2020

To Our Residents and Family:

We are so grateful to our residents, their families and our staff for their continued support during this unprecedented time. As we search for a sense of normalcy with enhanced awareness on health and safety protocols, we understand it is critical to keep you informed with the most current details on Altercare's approach to handling COVID-19. As part of our continued efforts to minimizing the risk of spread of this virus in our buildings we continue to embrace our **No Visitor Policy** until further notice.

At Altercare, we have also implemented the following in all buildings:

- Taking daily temperatures for all employees who are working, residents/patients, and authorized vendors prior to entering the facility.
- Restricting communal activities while adopting new means for keeping residents engaged.
- Transitioning resident/patient laundry to an in-house service to be completed by our staff.
- If a visit is deemed necessary by the Executive Director, our staff will conduct an assessment based on guidance provided by the department of health with the visitor to include a questionnaire and temperature screen before entering a center.

In lieu of onsite visits, we continue to welcome creative ways of keeping our residents and their family connected. This is a great time to remind family members that we encourage phone calls, video chat and alternative methods to make contact with residents/patients. Altercare has provided tablets at almost all facilities for video conferencing and for the few facilities that do not yet have them we are working as quickly as possible to accommodate this added feature.

Finally, we are determined to provide creative-based programming to the residents we love and serve every day. The way in which we provide these activities may have changed, but we have identified creative methods evolving across all centers. From doorway bingo to hall exercises and dance entertainment, we are having fun adopting social distancing into our practices that are vital to our residents' physical, mental, and emotional well-being. We encourage you to follow along on the Altercare Facebook page for more information on these efforts.

As always, should you have questions, please feel free to contact the Executive Director or our Care Line at 1.800.464.0157.

Thank you for choosing Altercare.

Sincerely,
Gregory R. Colaner
President