



June 3, 2020

To Our Residents and Family Members,

We appreciate your support and patience as we continue to navigate patient and resident care during the COVID-19 pandemic. We understand that an area of concern throughout this experience has involved visitation restrictions. Following recently released guidance from the Governor's office, we are happy to announce that a new policy has been established within **Altercare Assisted Living** communities that will allow for residents to visit in person with family and friends.

Policy Guidance

On June 8, 2020, Altercare will begin to allow outdoor visitations for residents residing in an **Assisted Living** community. Based on recommendations provided from the Governor's office, we have developed a policy that takes the following into consideration: parameters around health screening procedures, visitation schedules and limitations, social distancing barriers, facial covering requirements, and access to COVID-19 education.

Next Steps and Expectations

Our team is diligently working to prepare a dedicated visitation space that maintains compliance with provided state guidance. We will facilitate visitations with the following in mind:

- Onsite visitations will be available at least once per week, Monday through Sunday from 9:30am to 11:30am and 1pm to 4pm.
- Pre-scheduling is required and visitation will be conducted in thirty minute increments to allow for maximum visitations for all residents at our center.
- A designated area will be set up outside where a maximum of three visitors per resident will be permitted at a time to ensure proper social distancing.
- Visitors must comply with policy requirements such as wearing a facial covering, participating in a health screening upon arrival, and following hand washing protocols.
- Visitors who display signs and symptoms of the illness will not be permitted to visit. If this situation occurs, we encourage and welcome virtual (video chat) visitations.

We are excited that the Governor's office has taken this important step and we welcome the opportunity to bring our families together. We also fully recognize the ongoing risk presented by this virus and will continue to remain vigilant every step of the way. All appropriate cautions will be implemented to keep our residents, patients and employees safe.

Should you have questions or would like to schedule your visit please feel free to reach out to the Executive Director for more information.

Sincerely,
Gregory R. Colaner
President