



July 8, 2021

Dear Residents & Family members,

On the heels of Independence Day, I wanted to give you a midyear update on our progress creating safe, healthy environments for our residents, staff and visitors. This July 4, we were able to celebrate the return of many freedoms previously paused by the COVID-19 pandemic countermeasures. We watched families embrace and celebrate together at our centers where relaxed [visitation policies](#), thanks to reduced community spread and vaccinations, allowed reconnection.

We continue to offer flexible visitation options, such as window and video visits, as well as enhanced safety protocols for visitors, including rapid antigen testing availability, dedicated visiting spaces with social distancing capacity, and beyond.

We're thankful that families and residents who are fully vaccinated can once again hug, talk without masks and share favorite foods. When called to, our community, including our visiting families, masked up, stayed home, stayed six feet apart and most importantly, vaccinated.

Even as Altercare centers and the communities we serve experience dramatically lower case numbers overall, we continue to carry out enhanced safety protocols in our care environment. We've applied what healthcare centers have collectively learned about how to best manage COVID-19 risk, prevent spread and treat patients. For example, the needlepoint bipolar ionization air cleaning technology we installed at every Altercare center recently proved effective in reducing COVID-19 spread by 41 percent in skilled nursing centers when installed in common areas and resident rooms in a nationwide research analysis.

We also learned that COVID-19 vaccinations work extremely well against early and emerging variant strains of COVID-19. As we continue on our path ahead, we will continue to prioritize vaccine availability through on-site vaccine clinics thanks to our partnership with Absolute Pharmacy.

The freedoms we give thanks for this July did not come without sacrifice and loss, and we thank you for your family's personal efforts and contributions to keeping our centers safe. We pause to remember those who have passed on during this journey and extend our deepest sympathy to their families suffered these hardships.

We're remain dedicated to protecting our communities. Working with you, we will continue to provide high quality care in an adaptable environment that balances safety and personal connection.

Thank you for your confidence in Altercare and your ongoing partnership in our success.

In gratitude,
Gregory R. Colaner
President