



November 2, 2020

Dear Residents and Families:

We know that these last eight months have been extraordinarily challenging for you and your family and we cannot thank you enough for your continued support and understanding as we navigate our way through the COVID-19 pandemic. New guidance will allow you to arrange long overdue face-to-face visits with your loved ones at the community, provided all parties have not had symptoms of COVID-19 or high-risk exposures in the past 14 days. Today, we are writing you with great news regarding next steps we're taking to reinstate these visits for our residents.

I am pleased to share that our community will begin offering the opportunity to participate in visits with loved ones effective November 6, 2020, barring no new positives of residents or team members. This is in addition to what our community has already introduced, which includes video chats, window visits, compassionate care, and end-of-life visits.

We are taking this step very carefully and keeping existing infection control and social distancing measures in place. Before implementation of these activities, communities must also meet requirements for skilled nursing communities as defined by federal, state, and local government officials. We are also implementing required procedures to enable visits including the attached guidelines, information on how to minimize the spread of COVID-19, and instructions on self-screening.

Once the requirement is met for no new positive cases of COVID-19 in the past 14 days, residents in our community will be able to schedule visits with loved ones. This will allow no more than two loved ones at a time to visit with a resident on the grounds, preferably outside of our community, weather permitting. Family members should contact their Quality of Life Coach a minimum of 48 hours in advance to schedule a visit, which will be based on availability. It is highly recommended to thoroughly review Evergreen Community's visitation guidelines (attached).

To support you and your family as we offer these visits, we've also attached an educational document: 'Visitor Entrance Education to Minimize COVID-19 Spread.' This document outlines simple infection control and social distancing measures everyone can take to help in the fight against COVID-19. We ask that potential visitors review, sign, and submit this document to your Quality of Life Coach prior to participating in visits.

We are all very excited about this development, but encourage you to keep in mind how quickly things can change in our current environment. We are carefully screening for any COVID-19 symptoms among residents and team members. If we receive confirmation of a new positive case, or there are multiple individuals displaying COVID-19 symptoms within our community, it may be necessary to adjust this plan.

We truly appreciate your continued support and partnership as we balance the safety needs and the quality of life of the residents we serve. As our communities adjust to the "new normal," we encourage you to continue sharing your suggestions and feedback.

Sincerely,

A handwritten signature in black ink that reads "Jamie Paredes".

Jamie Paredes

Executive Director

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