



July 10, 2020

Dear Family Member,

We know that you share in our excitement that many of our communities have begun relaxing visiting restrictions. As a reminder, the phased reopening process is based on several benchmarks, both in our community and the community at large. These benchmarks include no COVID-19 cases in our community, adequate staff and supplies at our building and no increase of COVID-19 cases in the county where we are located. As always, the health and safety of residents is our top priority. Along with that, we wish to help families maintain a positive relationship with their loved one during this difficult time.

Several of our communities have been able to host family visits and more of our communities are looking forward to this opportunity soon. We've asked the communities for feedback on how these visits are going. While the majority of information we're receiving is positive, we have had a few challenging situations that our staff has been tasked with managing. In the spirit of making visits a more enjoyable experience for you, your loved one and our staff, we kindly ask that you follow our safety guidelines when visiting. This includes participating in our screening process, washing hands, maintaining social distance from your loved one and wearing a mask for the entirety of your visit. We must follow these procedures to ensure the health and safety of the residents in our care. Following all recommended precautions is the only way we can keep allowing visits and stay on a path to fully reopening.

There are two attachments with this letter. The first is a sheet of helpful reminders and tips for making your visit with your loved one enjoyable. Please read through this closely and let the Director of your community know if you have any questions. The second piece is an invitation to a virtual event we are hosting via Zoom on July 22 featuring dementia care expert Teepa Snow. Please note the event time on the invitation is in Central Time. Teepa is a wonderful speaker and the information she provides is an excellent resource for families. Although the information is geared to families with loved ones with dementia, we think that family members of residents in assisted living will also find the presentation helpful. To join us, please fill out the form at bit.ly/AgemarkFamily (also on the invitation) or call your loved one's community directly to save your spot. We will send out a personalized event link to all who wish to participate no later than July 21. If you cannot attend the in-person event, we do plan to record the presentation so it can be viewed following.

We are very encouraged by the progress of our communities. Thank you for your help and support as we work towards reopening fully.

Sincerely,

A handwritten signature in black ink, appearing to read "Martin Hug".

Martin Hug
COO, Agemark

A handwritten signature in black ink, appearing to read "Terri Jo Goldsmith RN".

Terri Jo Goldsmith RN-BC, CRRN, CDP
Corporate Nurse, Agemark