

August 27, 2020

Dear Agemark Family,

As COVID-19 lasts much longer than any of us anticipated, our communities continue to prioritize both the physical and mental health of residents. Although those who live and work in our communities are staying very healthy overall, we are seeing increases in COVID-19 cases in nearly all of our communities at-large. Because of this, some of our communities have stalled in phase progression. Our communities are doing everything they can to progress towards fully reopening including having regular testing and maintaining sufficient staffing and supplies. However, increased cases in the community at-large also affect the lifting of restrictions. We'd appreciate your help and support. You can help us by staying healthy, wearing masks and closely monitoring **your** overall health, particularly if you are visiting your loved one. If visits are allowed at your loved one's community, we wish to gently remind you to follow all of the procedures we have in place, including participating in our screening process, handwashing and/or sanitizing, maintaining distance from your loved one, and most importantly, wearing a mask over your mouth and nose for the entirety of your visit. These guidelines are in place to make visits as safe, manageable and comfortable as possible. Your cooperation will help ensure that visits can continue.

Our staff is working diligently to provide opportunities for activities that are safe and fun and are encouraging residents to participate. Several of our communities have progressed through phased reopening to the point that they can once again take bus rides, welcome beauticians, and a few can even host indoor visits. Bus rides and activities with larger groups require wearing masks and there are limitations on the number of participants allowed at once. All of our communities are unique, with differing recommendations by state and local health officials as to what is allowable.


We know that some families may have differing levels of comfort with their loved one riding the bus and participating in more allowable activities and we would like to honor your wishes. With this in mind, we are asking that for all memory care residents, the POA sign the attached waivers indicating if they are comfortable with their loved one's participation. For AL residents, those who are capable of making their own decisions will sign the waivers themselves. If you determine that you do not want your loved one to participate in bus rides or outings, we will have alternative programming available at the community. If you have questions about this, please speak to your community Director or Wellness Director. We'd like the signed waivers as soon as possible.

We wanted to share with you that we are pursuing point of care (POC) testing. This is rapid testing in which results are given in as little as 15 minutes. Our plan is to purchase machines for all of our buildings along with a supply of test kits. We are just waiting for the products to be available for purchase from the manufacturer. Right now, we are on a waiting list for purchase. In the meantime, we are also researching any and all options that would improve our testing process, including saliva testing. Ideally, we would prioritize rapid tests for our regular staff testing, so we can more quickly get results in hand. We would also consider using these tests on a case-by-case basis for residents, but will continue using our regular tests as well. We will keep you updated on our progress in this area.

As we move closer to fall, we continue to monitor what's happening around us. There has been talk that we may see an uptick in COVID-19 as the year progresses. As this situation continues, we're all growing weary of living under restrictions. If you're feeling frustrated, know that we understand. Please know that whenever it's possible, we will work to ease restrictions to create more normalcy for residents but at the same time, we'll work to ensure health and safety. Our team understands that keeping residents healthy and happy is critical.

If you have questions at any time, please reach out to your community director or Terri Jo Goldsmith, Agemark Corporate Nurse. If you have any problems reaching the community, please call our wellness hotline at 1-800-449-5526 or email wellness@agemark.com.

Sincerely,



Martin Hug
COO, Agemark



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