



As you may be aware, Phoenix Senior Living has been fortunate to recently offer outside visitation at our communities over the past few weeks. Just recently, CMS and Department of Health (DPH) guidelines in Georgia, Alabama, Florida, Virginia, and Louisiana have provided for the opening of structured, indoor visitation for families to visit their loved ones in senior housing. We are pleased to announce Phoenix is now offering restricted indoor and outdoor visits in all of our communities, based on their county's COVID-19 positivity rates. These visits are based on stringent guidelines set by the Department of Public Health. It is important to continue effective safeguards to protect our residents and employees as we work through introducing indoor visits. We ask for your patience and understanding as we adjust our protocols and procedures based upon many factors, including COVID-19 activity levels in each of the counties we serve.

To that end, our goal is to try to ease the burden of ongoing restricted visitation policies with our outdoor and indoor visits, while keeping all of our residents safe from the virus. Working together, we will continue to keep our residents and employees safe and mitigate the possible spread of the virus.

The new guidelines include:

- Designated outdoor/indoor areas will be arranged 6 to 8 feet apart.
- All visitors will be screened per CDC guidelines.
- Visitors will only be permitted in the designated areas.
- Visits will be held outdoors (weather permitting) and indoors for those communities whose county meets the DPH COVID-19 activity level. No visitors under 16 years of age. All minors (16 or older) must be accompanied by their guardian.
- Two family visitors are allowed at a time per resident and no touching or kissing will be permitted.
- Visits are scheduled in advance and will last up to 15 minutes.
- Family members must arrive with a surgical face mask on and keep it on throughout the duration of the visit. Face shields cannot be worn as a replacement.

It is important to note the regulations mandate residents eligible to participate in the outdoor/indoor visits must have the ability to safely transition, with or without staff assistance, from their room to the visit location and remain safe in the designated area, observing all social distancing guidelines. Additionally, any resident demonstrating signs and/or symptoms of COVID-19 is not eligible for visits. Any resident who has previously tested positive will not be allowed to engage in outdoor/indoor visits until they no longer require transmission-based precautions in accordance with CDC and state regulatory agencies .

These regulations are designed to protect our residents from possible exposure to the virus and we understand the frustration of this ongoing situation for each family. We continue to pursue solutions while still maintaining a safe environment for our residents. For this reason, Phoenix now offers the SafeHug Window at all of our communities. This custom-made window allows our residents to stay safely connected with their loved ones. In the event the SafeHug Window has not yet been installed in your community, "window visits" and regular facetime visits continue to be a valuable option. <https://safehugwindows.com/>

We are very pleased to offer new visitation options to our residents and hope you can enjoy quality time with your loved one soon. We thank you in advance for your support of the new indoor visit option and appreciate your on-going support.