

New Perspective.

March 12, 2020

Dear residents, tenants, and family members,

Since our last communication of March 6, 2020, new developments on the *COVID-19 (Coronavirus)* have moved from day-to-day to moment-to-moment. We acknowledge and concur that uncertainty can be unsettling. To that end, we are doing our best to keep you informed on New Perspective's efforts to contain the spread of the *COVID-19*.

These efforts include providing re-education and training for our team members on our communicable disease policy and procedures and protocols, including:

- Proper and frequent handwashing
- Proper respiratory etiquette including covering the mouth and nose with a clean tissue when sneezing or coughing or, if no tissue, the crook of one's elbow
- Continued instruction to team members to not come to work if they are sick
- Posting *Prevent the Spread* signage at the entrance to the community
- Requiring immediate notification to the executive director and/or health and wellness director, upon learning of a person who has recently visited the community that has traveled through an area identified by the CDC as presenting a high risk of exposure to COVID-19, or has been in close proximity to one who has.

In addition, effective today, New Perspective is limiting visits to the community to essential visits. Information on criteria for essential visits will be posted at the entrance of our communities. We understand that connecting with family members is incredibly important; however, we ask that you explore alternative means to connect, such as by telephone, email, Facetime or Skype if your visit is not essential.

Essential visits include:

- Visitors needed to support resident health and service needs, such as healthcare providers, supplies delivery personnel, etc.; and
- Instances such as end-of-life or when a visitor is essential for a resident's emotional well-being.

Communities will also be temporarily limiting community outings and will provide assistance to our residents who are in need of supplies.

We greatly appreciate your patience and consideration of our efforts to support the health and wellbeing of residents and team members. If you have any questions, please do not hesitate to reach out to your executive director. For ongoing updates, please visit npseniorliving.com.

Sincerely,



Chris Hyatt President
New Perspective