

New Perspective.

April 6, 2020

Dear Residents, Tenants, and Family Members:

It has been over a month since *COVID-19* reached the shores of the United States, upending life as we knew it. With much of the country under stay-at-home orders, we remain laser focused on efforts to prevent the spread of the virus while providing the care and services needed by our residents.

We would again like to extend our warmest appreciation for your understanding and support of our efforts to prevent the spread of the *COVID-19* virus. We know that our implementation of the Centers for Medicare and Medicaid Services (CMS) guidance to restrict visitation has made staying connected to family and friends challenging. We stand in good company in facing this challenge with social distancing being key to stemming the spread of the virus.

Visitation restrictions have not hindered many of our residents, tenants, and family members from finding creative and uplifting ways to stay connected. For instance, we are inspired by the grandson and our team members who assisted him in setting up a social time with his grandparent at a first-floor window and the multi-vehicle “parade” around the outside of one of our communities to celebrate another resident’s 95th birthday.

We are equally inspired by our team members stepping up to do what they can to fill the gaps in what were readily available services pre-*COVID-19*, such as our team members who have drawn on their hairstyling skills for residents who, like us, are unable to have their hair professionally done. Other examples of team member ingenuity livening up our residents’ days include lining the road in front of a community in social distancing fashion asking drivers to honk if they loved seniors. Mission accomplished; people love seniors—as demonstrated by the number of honks from passersby.

As I have said in previous communications, our team members are true heroes. To recognize our heroes, now through the beginning of May, our front-line team members will receive “Hero Pay” in addition to their hourly pay for each hour worked. We have also had many people ask how they can help our team members in need. Toward that end, we are happy to announce the Team Member Helping Hand Fund! This is an independent organization established to assist team members facing certain financial hardships. To make a donation:

- *By check*: Make your check payable to the **Team Member Helping Hand Fund** and send to New Perspective, Attn: Alex Massopust, 5900 Clearwater Drive, Suite 500, Minnetonka, MN 55343.
- *By credit card*: Call 952-241-8293 or email tmhelpinghandfund@npseniorliving.com and leave a message with your name and phone number. A representative of the Fund will call you to take your credit card number over the phone.

We would also enjoy hearing your stories of how you are connecting with your loved ones during this challenging time. More importantly, if you need assistance in connecting with your loved ones, please do not hesitate to ask for assistance from your Executive Director.

Sincerely,



Chris Hyatt
President