

New Perspective.

May 19, 2020

Dear Residents, Designated Representatives, and Tenants:

One-by-one states are gradually lifting their stay-at-home orders, and I know many people are anxiously awaiting the chance to visit stores, restaurants and previously closed businesses. I feel compelled to remind everyone that we remain in a pandemic with no change in the impact of this virus on people of all ages, but especially those who are immunocompromised and over the age of 65 years old. I am hopeful that in the efforts to return to what will be a new “normal,” people will continue to remain focused on efforts to prevent the spread of the virus to include diligent hand hygiene, social distancing and proper wearing of face coverings when in public. As I have emphasized in previous letters, I cannot stress enough that we serve an at-risk population and must continue to follow the Centers for Disease Control and Prevention (CDC) guidance and other agencies on efforts to prevent the spread of the virus.

While our visitation restrictions have not changed, we will review the restrictions along with the CDC and state health department guidance prior to May 31, 2020. We hope to begin slowly relaxing restrictions on visitation at that time, but these, as I have mentioned in previous correspondence, will be evaluated on a community-by-community basis. Up to this point, we have watched families connect through window visits, car parades and other creative ways. Your community management team continues to refine their plans for you to see and interact with your loved ones and look to begin implementing these plans in gradual steps. For instance, we are currently testing large plexiglass dividers in some of our buildings that will keep folks carefully separated while accommodating social interaction. And, with the warmer weather upon us, we will be exploring outside visitation that allows for interaction while still maintaining social distancing in conjunction with the wearing of face coverings during these visits. As always, we encourage you to take advantage of virtual visitation applications available in our communities like the It’s Never Too Late to Learn (iN2L) video conferencing tool.

Again, thank you for your continued encouragement and notes of gratitude. Please know that we happily share the kind words with our team members. I can tell you that your support greatly lifts the spirits of our team members as they continue their heroic work.

I continue to be grateful for your understanding and patience while we together journey through this pandemic. We appreciate you.

Sincerely,



Chris Hyatt
President