

New Perspective.

June 22, 2020

Dear Residents, Designated Representatives, and Tenants:

I hope everyone had a pleasant weekend, the fathers among you had a wonderful Father's Day, and this week's letter finds you well. As I mentioned last week, our team members have been working very hard to prepare for the reopening of our salons, pools, and fitness centers. I'm pleased to confirm that these areas are opening for resident and tenant use.

We have coordinated with the stylists in our salons to develop an enhanced infection control and cleaning regimen, pre-visit customer screening, and scheduling system that adhere to guidance from public health departments. Appointments can be made directly with the stylist in your community and new signage with scheduling information is being posted near the salons. Prior to an appointment, residents and tenants will be asked basic questions to ensure they are not experiencing symptoms of infectious disease. When arriving for an appointment, customers will be required to wash their hands and wear a face covering. One salon customer will receive services at a time. We're pleased to help our residents resume one of their favorite—and most requested—activities.

Like our salons, our fitness centers and pools (where available) are also reopening with additional infection control protocols in place. Residents and tenants wishing to use these amenities need only to practice hand hygiene before entering, wear a face covering when not in the water, and maintain a social distance of 6 feet from others where possible. We hope these basic steps will enable our residents and tenants to get a couple steps closer to spending their days doing what they love and living their lives on purpose.

Starting this week, my letters will be coming biweekly. The next update letter from me will be sent out on July 6. Of course, if more frequent or immediate communication is warranted, you will hear from me or your executive director.

This will all get easier as we adjust to our new “normal.” We will continue to make decisions about reopening services and visitation options as state departments of health, the CDC, and CMS revise their guidance. Please know that all decisions are made with an abundance of caution for our residents, tenants, families, and team members.

Sincerely,



Chris Hyatt
President