

New Perspective.

July 20, 2020

Dear Residents, Designated Representatives, and Tenants:

Allow me to get right to this week's topic: **visitation**. I am very happy to announce that **starting Friday, July 24**, we will have a new page on our website (www.npseniorliving.com) for scheduling window visits and outdoor visitation. The scheduling page has three types of visits:

- Window Visit
- Outdoor Visitation
- Memory Care Resident Visitation (to be scheduled via phone call)

Window visits are visits during which a visitor remains outside the window of a resident or tenant apartment or available patio, while the resident or tenant remain indoors.

Options for outdoor visitation varies by community. Some have constructed outdoor conversation stations (like the one pictured to the right), and all communities have mobile viewing windows. Further, we will also be offering visitation in outdoor areas designated by the community. Each community has specific locations that have been set up to accommodate visitation with residents and tenants while maintaining our ability to provide enhanced infection control and social distancing.

In support of the health and safety of our memory care residents, visits for our memory care residents can only be scheduled by calling the main community phone number. Visits will be scheduled and coordinated over the phone.

If unforeseen circumstances arise (e.g., inclement weather, heat index above 90°, a case of *COVID-19* at the community), scheduled visits may be impacted. In these cases, you will be notified by the community about rescheduling or relocating your visit.

In addition to our outdoor visitation program, in states where the department of public health has published guidance (i.e., essential caregivers in Minnesota, family members in North Dakota), we are drafting plans to resume indoor visitation. For visitors or residents in Minnesota and North Dakota, updates about your specific community's visitation plans will be communicated no later than the end of this month.



Sincerely,

Chris Hyatt
President