



COVID-19 Update: March 18, 2020

Dear Residents of LivGenerations Communities:

We write to you again to provide the latest updates on policy changes in response to the most current recommendations by governments officials. This past week many states have ordered the closure of all bars and restaurants. In both Michigan and parts of Arizona, restaurants are closed to public dining and serving on a “take-out” only format. These changes in public policy led us to questioning if the measures we have taken are enough to protect our residents. It is our intention to be ahead of the curve in caution and safety measures. Steps that may seem unwarranted today will prove dividends tomorrow.

Today we will suspend all Vibrant Living activities and move all dining to an in-room delivery service. This begins with lunch service on March 18 and will continue for 14-days or longer based on evaluation.

Room Meal Delivery Details:

- Residents who currently get their meals delivered by care givers will continue to get their meals delivered in the same manner.
- Residents who normally come to the dining rooms should remain in their apartments and a meal cart will come to their door. You will be provided a list of daily choices and upon decision your meal will be provided by a staff member.
- The dining cart will arrive at your doors three (3) times a day, once for each meal period.
 - Breakfast: 7:30 – 9:00
 - Lunch: 11:30 – 1:00
 - Dinner: 4:30 – 6:00
- These changes necessitate a more limited selection of meals and will be served “as is.”

We ask your patience as we deliver meals to everyone. This is a totally new process for our dining team. They will do their best to make this a smooth transition for everyone.

Additionally, we ask that **all residents remain inside the perimeter of our properties.** General movement inside the walls of the community, use of common spaces and courtyards are still allowed as long as you are honoring the 6-foot social distancing guidelines. Going beyond the internal courtyards or the exterior doors of your community constitutes leaving.

If a resident leaves the community (included parking garages), that resident will be asked to quarantine off-site for 14 days.

Independent Living and Assisted Living residents may return from visits to hospitals, sub-acute, rehab facilities, and medical appointments after appropriate screening. Please notify the concierge or a team member before leaving for such an appointment in order to avoid any confusion. Please check back in upon return for a screening. We ask that you evaluate the necessity of each appointment you attend as it introduces risk for you and other members of the community.

If you find you need something from outside of the physical perimeter of your community, please speak with the concierge or community management to retrieve the item(s). Our team will assist you with any outside needs you might encounter. We know there are basic necessities that will need to be met including groceries and prescriptions. We will be in touch with details on how to request these services.

Our Liv team is still here for you during this difficult time and is working on ways to extend the Vibrant Living program under these new circumstances. Please do not hesitate to call or email with questions or if you are just in need of some support.

Thank you for your understanding. We will continue to monitor the changes and communicate promptly.