



April 1, 2020 COVID-19 Update:

Dear Family of Residents at LivGenerations and Springs of Scottsdale,

On March 30, we communicated a "stay in your apartment home" policy change to our residents. At the time we were reacting to an announcement from the Governor of Arizona. Since that communication, we have had additional time to understand the intricacies of the order as well as collect resident feedback. We have also had more time to contemplate ways to optimize the balance between protecting the risk of virus spread in our communities while honoring our deep human needs for meaningful connections with each other and our surroundings.

Please know we understand and deeply support that overall health is achieved through the balanced health of body, mind and spirit. The biggest challenge we ALL face, across the world and especially within our communities, is balancing our physical health and safety with those relational and physical needs that support our mental and emotional health.

We do not have a guidebook for how to handle this new and virulent virus. What we know is that once it enters a building, it is difficult to contain. We also know it may spread undetected before it shows itself. Our number one priority is to keep residents safe from this virus as the number of cases continue to spread rapidly through Arizona and across the United States. We intend to remain as proactive as we can to prevent it from entering our communities versus waiting for it to enter and then trying to contain it.

With our intention to continue to put more stringent physical distancing guidelines in place, we also want to continue to empower residents to lead as balanced a life as possible. With that, we are altering our *mandatory* "stay in your apartment home" policy to one of a **STRONG RECOMMENDATION** to "stay in your apartment home."

This allows each resident to personally decide the balance that is right for them while honoring our request and recommendation that they stay in their own apartment home as much as possible.

The new guidelines and policy updates are as listed below:

STAY IN YOUR APARTMENT HOME: we *strongly* encourage residents to remain in their apartment homes over the next 30 days. We believe this is the best way to reduce the risk of the virus being transmitted from person to person.

During times that residents feel a need for a change of scenery, they may go out on patios, open doors, go for a brief walk within the community, or use common outdoor spaces. If/when they do this, follow these required guidelines:

- Wash hands with soap and warm water for at least 20 seconds before leaving the apartment and again immediately upon return
- Maintain at least a 6-foot distance from others
- Do not congregate in groups, even small groups
- Only 1 person in an elevator at a time
- Refrain from touching common surfaces
- Do not touch your face until after hands are washed
- Disinfect everything touched - doorknobs, light switches, keys, phone, keyboards, remotes, etc.

VISITATION POLICY: our NO VISITATION POLICY remains in effect. Essential mobile docs, home health, therapy and hospice will continue to be streamlined (needed vs. routine) to further reduce access to the community.

NEW MOVE-INS: will be postponed to May 1st or later.

MAIL AND PACKAGES WILL BE SANITIZED: prior to distribution to residents, mail and packages from the outside will be sanitized. Please know this could cause a slight delay in distribution as well as could alter the physical state of some pieces of mail. We will of course do our best to minimize both.

MASKS/PERSONAL PROTECTION GEAR: some of our Liv team members may choose to wear a mask or other protective gear. Please do not be alarmed. To the extent it is utilized, it is self-provided equipment and provides the team member an additional level of personal comfort.

Please know our continued elevation of guidelines is purely to protect residents! The CDC has deemed those 65 and older at much greater risk from this virus. Resisting or ignoring these safety measures are not only placing individual residents at higher risk, but also the entire community of neighbors and friends.

We are grateful to share that we have no confirmed cases to date. All persons tested so far have been returned as negative. We want nothing more than to keep it that way as long as possible! We commit to immediately disclose any positive test result inside a community. Please understand that a positive test will call for elevated lifestyle changes and new protocols.

As always, if you have any questions, suggestions or just need to have a friendly chat, we welcome you to reach out to LivWell@livcommunities.com. The entire Liv team is committed to keeping each resident and community safe from this virus. We ask for your continued support in this effort and thank you for being a member of our Liv family!

Sincerely,
The Liv Well Task Force