



April 17, 2020

Dear Family Members of Residents at LivGenerations Communities,

Happy Friday! We've made it through another week. We hope you and your families are healthy and safe. We've announced to our residents that a new Vibrant Living programming will start next week so please remember to ask your loved one how they are staying connected and taking care of their physical and emotional health.

It seems everyday we are learning more and more about COVID-19 as it spreads further across the US. We want to make sure we are doing everything we can to continue to keep our communities safe and healthy. A few weeks ago we encouraged residents and our Liv Team members to wear a mask when they couldn't maintain social distancing guidelines. Based on new information, **we are now requiring the use of a mask anytime residents are outside of their apartment homes.** Liv Team members will always wear face mask. We also ask residents to wear masks if any essential medical provider or team member enters their apartment. This includes answering the door to receive meals or any other apartment deliveries.

We have offered free masks to all residents and today are providing each resident with a free medical style mask. If your loved one want additional masks, replacement of a soiled mask or a different type of mask, we will work with them to help meet their needs.

We've updated our "fridge hanger" with this change in protocol and have also provided instructions on the correct way to wear a mask. Encourage your loved one to read the one-pager on mask use so they are informed and safe. Wearing a mask will protect the whole community!

The CDC has deemed those 65 and older at much greater risk from this virus. Any resident resisting or ignoring these safety measures is not only placing individual residents at higher risk, but also the entire community of neighbors and and Liv Team members. To that end, each property is now staffed with a **Liv Well Champion**. The Champion will make sure that all residents and team members are following all the safety protocol. If there are any elements of the lifestyle modifications as listed on the "fringe hanger"

that are unclear to you or your loved one, now is the time to ask for clarification. **We will be taking a firm stance on compliance.**

Thank you for your continued support and please continue to stay in touch with any suggestions, concerns or questions at livwell@livcommunities.com. All of the resources we provide during evening "door drops" can also be found on the website at www.livcommunities.com/covid-19/

Sincerely,

The Liv Well Task Force