



Dear Residents of LivGenerations and Springs of Scottsdale,

This week's memo brings a wealth of good news.

First and foremost **we have no (0) active resident or team member cases of COVID-19 at all of our LivGenerations and The Springs of Scottsdale communities.** Thank you to the residents, team members and visiting family members who are taking all the necessary precautions and following our COVID-19 protocols to keep the communities safe and healthy.

Additionally, last week the Governor's Long-term Care Task Force released their guidelines for family visitation within long-term care communities. We are excited to share that the new guidelines allow for limited in building and in apartment home visits with a documented negative COVID test. The Liv Well COVID Task Force has reviewed these guidelines and we have prepared adaptations to our current policies to coordinate with their recommendations. Details are outlined below, and additional changes will be shared in a follow-up memo.

The full guidelines from the Governor's Long-term Care Task Force are available on the AZ DHS website. Below are our protocols which are effective starting Wednesday, September 9.

Based on the new guidelines from the Governor's Task Force, LivGenerations and The Springs of Scottsdale will offer two different visitation options. Visits within the community Option 2, apply to independent, assisted living, and memory care residents. The First option (Option1) will remain as we are currently operating with socially distant visits outside the community. Visitations within the community (Option 2) will begin September 9 in accordance with the LivGenerations' protocols below:

Option 2: Apartment Home Visit:

- Visitor presents (in writing at the community) a negative COVID test (antigen or PCR) which we can keep for our records
  - Visitation is not allowed beyond 2 days of receiving test results
  - Test results older than 4 days past the day the test was administered is considered expired and visitation is denied

- Example: a family member is tested on Monday. He/she, with a negative COVID-19 test result on Tuesday, may visit up to the end of visitation hours Thursday
- Visitor signs an attestation that they have isolated since the test date
  - Visits may be up to 1 hour or less in a designated visitation space which may include up to 15 minutes in the resident's apartment

Details for both Option 1 and Option 2 visits:

- Each resident will be allowed one visit per week of either Option 1 or Option 2
- Visitors must email or call the concierge to schedule an appointment
- Visitors are limited to no more than two (2) people at a time (all visitors must have negative COVID test results for visits within the community)
- No children can visit who are 12 years of age or under
- Each visitor and resident must practice social distancing and wear masks during the entire visit
- Packages must be sanitized by our front desk team members prior to bringing them to your loved one
- Each visitor must check in at the front of the community (exterior) and undergo the temperature checks, wear their mask and sanitize hands
- Visitors must sign LivGenerations' Screening and Attestation Form and Visitor's Log for visits within the community (for Option 2)
- Visiting hours: 9am – 5pm daily

Visitation rights may be postponed if a community experiences an outbreak of Covid cases. In addition, the community has the right to deny visits if the visitor is non-compliant with our protocols and potentially puts our residents and teammates at risk.

We look forward to having you visit your loved ones. Thank you for your time reviewing these visitation policies. If there are additional questions please direct them to your Executive Director or email the task force at [livwell@livcommunities.com](mailto:livwell@livcommunities.com).

Sincerely,  
The Liv Well Task Force