



PROSPECTIVE MEMBER TOUR GUIDELINE

Guideline

In accordance with our guiding principle, “We Have a Responsibility to be Full”, the following guideline is being put in place for Tours of prospective Members to adhere to the CDC, local, state and federal authorities’ guidelines pertaining to COVID-19.

We firmly believe people are safer and better off living in our communities than they are on their own. The following Guidelines are put into place to best protect and keep our Members, Team Members, their Families and our Prospective Members as safe as possible.

Process in order to Tour Prospective Member(s)

- 1) The community has identified a Prospective member that is in the Action Stage of Readiness.
 - i. The Action Stage of Readiness is defined as: Someone that is committed to moving into the community, is ready to pick out their new home and start living The Weller Life.
- 2) The Lifestyle Advisor(s) at the community will communicate to the head of Marketing & Sales, currently Josh Thompson, of Maxwell Group, Inc., Senior Living Communities, LLC, and Wellmore, LLC that a prospective member is in the Action Stage of Readiness.
- 3) A video conference call to review the prospective members profile in our CRM, Sherpa, will be set-up in order to gain approval or deny approval to move forward with a tour. If denied approval the prospective member will still be deemed as non-essential personnel at this time and therefor will not be permitted at our community.
- 4) If approved the following must be followed:
 - i. Only the Prospective member and 1 influencer are allowed to come tour/pick out their new home. If it is a couple/partners only they will be allowed to come. No more than 2 people, prospective member(s) and/or influencer(s), are allowed.
 - ii. If they have been to any environment where there are confirmed cases, they are not allowed to come tour until 14 days have passed.
 - iii. If they have been in any healthcare environment, they are not allowed to come tour until 14 days have passed.
 - iv. If they have been in contact with anyone that has tested positive, they are not allowed to come tour until 14 days have passed.
 - v. If they are feeling sick or displaying any symptoms of sickness, they are not allowed to come tour until 14 days have passed since displaying symptoms.
 - vi. They will be pre-screened prior to entry at our community.
 - vii. They will be required to wear a mask while at the community.
 - viii. They will follow proper social distancing guidelines.
 - ix. They will only be shown specific homes, no more than 3.