



Dear Members,

We continue to take preventative measures for COVID-19 and are closely tracking any changes to the published guidelines from the Centers for Disease Control & Prevention (CDC), the World Health Organization (WHO), and our local, state, and federal authorities. In addition to our previously communicated COVID-19 precautions, we have heightened our visitor restrictions and precautions.

- **All non-essential visits to Care Services (Assisted Living, Memory Care, and Skilled Nursing) are restricted until further notice.**
 - Appropriate exceptions include visits that are care related or due to end of life.
 - Independent Living Members may continue visits and are required to comply with all other precautions and restrictions.
 - Our activities team members will assist with video chat for those who wish to remain in contact with their loved one. Please contact us to arrange a remote visit.

- **All visitors to our campus must enter through main entrances to be signed in.**
 - This applies to all care levels, including Independent Living.
 - Sign-ins include acknowledgement of compliance with our policy on symptoms, travel, and hand washing.
 - We are extending the manned desk hours to ensure compliance.

- **Outings**
 - You should expect to see a continued reduction in outings.
 - Substitute activities will occur in place of any canceled outings.

We have also added COVID-19 updates and miscellaneous resources to our website. We will generally communicate with members and team members directly through our internal mass messaging systems prior to updating the website.



As a reminder, it is very important that you and your guests participate in the advised precautions. Fever, cough, and shortness of breath are the critical signs and symptoms to be cognizant of. Fortunately, the hygiene basics can go a long way in preventing the spread of COVID-19 in addition to other viruses:

- Avoiding close contact with physically sick individuals.
- Staying in your home when you are sick.
- Covering your mouth and nose when coughing or sneezing and immediately washing your hands afterwards.
- Cleaning your hands regularly with soap and water for at least 20 seconds. A high alcohol-based sanitizer should be used when soap and water is not available.
- Avoiding touching your eyes, nose, or mouth unless your hands have just been cleaned.

We ask that all members isolate yourself to your home and notify us if you experience symptoms, have traveled, or been exposed to someone that has.

Our goal is to continue delivering excellent services at our community while keeping everyone safe and confident that you can continue to live the Weller life!

We thank you again for your participation in these precautions,

Benjamin M. Thompson | President

704.815.7341 | BThompson@maxwell-group.com