



March 18, 2020

Dear Legacy Family,

In our continuing efforts to navigate the rapidly changing circumstances surrounding the pandemic outbreak of COVID-19, we are modifying our communities operating policies to ensure the health, safety and wellbeing of our residents, associates and family members. In addition to the changes outlined below, we encourage all to follow the health and travel recommendations from the CDC and State and local health departments. We also encourage following social distancing recommendations. Effective Thursday, March 19th, the following additional safeguards will be in effect:

Visitation Restrictions

- Only essential visitors will be permitted to enter the community. Essential is defined as medically necessary or certain compassionate care and end of life situations. Essential visitors will be limited to two per resident.
- All visitors will be screened for signs and symptoms of illness or potential exposure to COVID-19 or other communicable diseases.
- To facilitate contact with residents, we recommend frequent telephone calls, FaceTime, video calls and other means of available communication.

Dining Services

- Meals will be served in the resident's apartment. The community will care plan for residents with special dining needs (including memory care) and when needed, arrange for service in the dining room with appropriate social distancing (6ft apart) precautions in place.

Recreation

- Recreation programs will be provided in a way to limit close contact with others. All recreation supplies will be properly sanitized between use.

Associate Screening

- To protect the health and safety of all, associates are screened daily for signs and symptoms of illness and potential exposure to COVID-19.

We truly appreciate your understanding and cooperation as we diligently work to serve our residents and their families in these unique and challenging times. Providing care with Personal Touch is a hallmark of Legacy communities and never more so than now. Our commitment to providing quality care remains unchanged. Working together we can help keep our communities safe during these uncertain times. If you have any questions, please reach out to the Executive Director at your community.

Cory Hafen
VP of Senior Operations