

October 12, 2020

Dear Tenants, Residents, Families of Tealwood Senior Living Communities:

We at Tealwood Senior Living would like to express our deepest gratitude in your patience and trust over these past few months. We know that the limitations on visitors and services are extremely difficult for all of you. COVID-19 restrictions across the country are easing as states work to balance re-opening of the economy with efforts to keep people safe. We are committed to moving our visitation plans forward while we continue to exercise the utmost of caution. To do this, we must follow the requirements by our state and federal agencies and closely monitor the current status of COVID-19 cases both within our facility and the surrounding community.

Per direction from the Minnesota Department of Health, these guidelines have been revised with an effective date of October 17th. We will again keep you updated and informed on how we will incorporate these changes into our daily practice

We've established a Resident & Family Resource Portal on our website – please look for the **Family Resources** tab. This will communicate site COVID-19 test information as well as county positivity rates – both are used to determine level of general visitation.

While we fully support the opportunity for visitors, each step in the process of reducing restrictions presents risks which we must navigate. Anyone who enters our communities must be actively screened by a trained individual, and we must ensure all those that enter have appropriate Personal Protective Equipment (PPE). We must also properly clean and disinfect areas involved in visitations.

If any tenant, resident, staff, or other visitor - including a family member, outside provider (hospice, home care) should test positive for COVID-19, we may not allow general visitors into our communities for an extended period of time. When a positive case occurs, we must conduct extensive testing to identify and contain any spread of the disease. All of these things take time, and unfortunately, there are times when we are not able to make accommodations for all those who wish to visit. We promise to do our best, but we will have to make some difficult decisions at times to keep those in our care as safe as possible.

The various types of visits and connections we have currently available:

Essential Care Visits: Many of our communities are welcoming designated care providers back to the facility, following strict safety protocols. More details are available from each community.

Indoor Visits: We are following MDH guidelines on safely re-opening our communities to indoor visits. Each community is regularly assessing their current status as it relates to the MDH guidance. More details are available from each community, and status is subject to change.

Outdoor Visits & Window Visits: We are welcoming extended family and friends for these visits, following specific MDH safety protocols, including physical distancing of 6 feet. More details are available from each community.

Virtual Visits: Use our Stay Connected technology to schedule a time for a video chat.

Here are just a few of our ongoing safety protocols for Assisted Living, Memory Care, & Long-Term Care:

- Resident Screening: Routinely conducted health screening
- Team Member Health Screening: Temperature and symptom checks upon arrival and at the end of shifts
- Essential Caregiver Screening and personal protective equipment usage: Sign-in and health screening on arrival and appropriate PPE for duration of visit
- Ensure appropriate PPE for all levels of visitors
- In-room activities as well as some safe distanced group activities in many of our communities
- In-room dining
- We continue to focus on infection control and prevention and following all CDC/MDH guidelines

Again, thank you for your patience as we navigate the ever-changing COVID-19 environment. We will continue to update you as timely as possible.

Sincerely,

Tealwood Senior Living