

Dear Friends of Thrive,

We remain committed to our philosophy of constant communication with residents and families as it relates to COVID-19.

We are grateful to report that we have not had a resident or team member test positive for COVID-19. We are committed to the health and safety of our team members and residents, so even with this positive news, we have increased our prevention measures: all team members will be wearing masks in the community, we are screening their temperature as they enter the community, and we are providing continuous education on COVID-19 and preventing the spread of germs.

We have also increased our safety measures for the residents. We are following the guidelines set by the CDC (Centers for Disease Control and Prevention) to move to in-suite dining and we have suspended group activities. These actions allow for us to follow the recommendation of remaining 6-feet from each other, also known as social distancing.

One of the most difficult aspects of these new guidelines has been the restriction of visitors to the communities. The leadership team meets several times a day to ensure that the systems we have put into place to maintain resident engagement are happening and successful. At this time, experts are not able to predict when the restricted visitation will be lifted. Because of these restrictions we are sending all families a brief survey. We want to understand, directly from them, how we can best support their loved one during this time.

Our goal has always been to deeply know each person that we serve in our communities and each person we select to be a part of our team. At Thrive we call this “deep-knowing”, and you can see this lived out in each of the communities. A simple example of “deep-knowing” is waking up and pouring a cup of coffee for your partner and knowing exactly how they take it. For some it may be knowing their favorite comfort food or their favorite outfit to wear. We believe by having “deep-knowing” of your loved one, our team can serve them better. On Friday, family members will be receiving a survey and by completing it & sharing a little about themselves & their loved one, they will help us in our goal to deeply know each person we serve even more.

Thank you for your continued support and questions. Keep referencing our website and Facebook pages for our updates.

Stay Safe; Stay Strong; Stay Thriving.

In Good Health,

Tammy L. Marshall
Chief Experience Officer

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