

Dear Residents and Families,

As we write today's letter, we are acutely aware of all that is taking place in the world right now causing great confusion, sorrow, and pain. Our hope is that our community can be a place of refuge where inclusion, trust, and support are offered to our residents and team members. Collectively, we have been through so much in the past few months, and we recognize the importance of our role in the lives of those who live with us and work with us. We will continue to provide love, dignity, and safety for all who walk through our doors – a mission we will stand by each and every day.

If we have learned anything from this pandemic, it is that relationships and time spent with friends and families are the balm that heals so many aches and pains, especially matters of the heart. Many of you have asked for an update on reentering the communities for visits. More than anything, we want to make this happen and have you reconnect with your loved ones in the safest way possible. As senior living providers, we will share some of the challenges we are facing, as well as the plans we've developed to help us move swiftly once these hurdles have been removed.

Throughout the pandemic, we have adhered to the rules and regulations established by national, state and local governments -- in addition to implementing some of our own best practices -- to keep older adults in congregate settings as safe as possible.

1. Each state has a clearly defined set of phased re-opening plans under "executive orders and phased re-openings," the details of which can be found on each state's website. We review these plans each week. At this time, there is no mention of removing the visitation restrictions for long-term care or senior living in the states in which we operate. It is likely that you will read how other businesses are re-opening; however, please note they do not apply to long-term care and senior living.
2. Aside from following state regulations, each community's county has a local Department of Health, which has its own set of parameters around visitations. As an operator and health care provider, we must also comply with these parameters to ensure our communities' safety.

We are looking forward to and preparing for the time when these restrictions are lifted. Here are some of our plans for the future:

1. Continue to follow the national, state, and local guidance for visitation.
2. Reorganize our community layout, including our common spaces such as dining rooms, libraries, lobbies, etc. to support physical distancing.
3. Foster socialization through recommended group sizes for engagements and activities.
4. Offer personal protective equipment and testing, when applicable.
5. Establish visiting hours that will accommodate as many visits as possible.
6. Design outdoor spaces that will accommodate events that foster visitation and connection.
7. Continue with virtual visits via Facetime, Zoom, etc.



We all long for the days of sharing love and laughter with our friends and family in the community. Please know that we at Thrive are anxiously prepping for this time when we can come together again for concerts, cook-outs, and our favorite community events. We thank you for your continued support of Thrive and hope to be able to see you soon

Be well,
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