



Dear Family Members and Friends,

Governor Mills recently announced a gradual plan to reopen the state with the first of four stages beginning May 1. You may be wondering how, or if, it affects the precautionary measures we are taking at Woodlands Senior Living.

Our top priority has been—and will continue to be—the well-being of the residents we serve. We understand how challenging this has been for residents, friends and family members, and are grateful for your understanding, patience and support as we continue our efforts to keep residents safe, healthy and engaged.

We have taken this opportunity to update our internal, precautionary policies aimed at limiting the potential exposure to, and spread of, COVID-19 within our communities. We are pleased to offer the revised policies, which have been drafted in accordance with recommendations from The Maine Department of Health and Human Services and the Centers for Disease Control and Prevention:

- I. Outdoor In-Person Visitations
- II. Time Outdoors for Residents
- III. Packages Sent to Residents

I. **Outdoor In-Person Visitation** - *Staying connected to your favorite people is important for good emotional health!*

We are pleased that after a long stretch of time indoors, residents of our assisted living communities and Park Residences may host visits from family members or friends, one at a time, outside on community grounds or via window visits at a common area window beginning Monday, May 4th.

Unfortunately, because of the challenge in maintaining social distancing guidelines in persons with memory impairments, and to avoid any potential distress this may cause for residents, residents of our memory care communities may only host window visits at this time.

All visits must be pre-scheduled and may take place only between 9am and 4pm every day. To allow for as many residents as possible to see their loved ones, these visits will be limited to 30-minute increments.

If you'd like to arrange an outdoor or window visit with a resident, you must first:

1. **Call** and ask to speak to the staff member responsible for outdoor visitation or window visitation scheduling. *Again, **all visits are required to be pre-scheduled to limit the number of outside persons on the grounds and to ensure an appropriate amount of space is available to maintain social distancing.***
2. **Wear a mask!** All visitors are required to wear face coverings at all times while on Woodlands Senior Living property. (Although window visitations will be through closed, glass windows, a face covering is still required.)
3. **Practice proper social distancing** guidelines of a minimum of six feet at all times.

II. Time Outdoors for Residents - *Fresh air is good for the soul!*

Residents of assisted living communities and Park Residences may now go outside on community grounds as desired if the following precautionary requirements are met:

- Every resident must sign in/out with the designated staff member so that we may monitor the number of people outside.
- Residents are required to stay on community grounds at all times to ensure their safety.
- A cloth face covering will be provided and worn by residents at all times while outside.
- Proper social distancing guidelines of six feet must be observed at all times.

If a resident is unable or unwilling to follow the mandatory outdoor protocols, the opportunity will be restricted. If a resident is known or suspected of being exposed to a non-resident member of the public while outside, they may be required to quarantine for 14 days.

III. Packages Sent to Residents - *Everyone loves to receive gifts through the mail!*

Residents may receive packages delivered through the mail or commercial delivery system (Fed Ex, UPS, USPS, and similar). Unfortunately, for safety reasons, we are unable to accept hand-delivered packages from family members/friends to residents or staff at this time. This protocol is in accordance with infection control best practices.

While some of our policies are evolving as we navigate the next phase of these challenging times, our focus on making each day the best day possible for the residents we serve has not. We are counting on you, as our partners in care, to follow all of the guidelines outlined in this letter so that the residents of Woodlands Senior Living, and those who love them, have the peace of mind in knowing they remain in the healthiest and safest environment possible.