



## **COVID-19 (novel coronavirus) Response**

**National Update – Thursday, April 23, 6:15 PM EST**

As the COVID-19 pandemic continues to evolve, the Sunrise team remains committed to prioritizing the safety and well-being of our residents and team members. As we've shared over the last several weeks, we've expanded our virtual visit capability through FaceTime and Skype on iPads.

We also understand that sometimes seeing loved ones in-person through the window at the community can have a positive impact. We are excited to share that, in response to your feedback, we have worked to create a process and set of rules to enable safe, limited visits to communities' external grounds. Please note that each community will make decisions about their ability to accommodate such visits based on the unique needs of their residents at that time. In order to maintain safe social distances and to minimize any spread of infection, please keep in mind these important rules:

- Before coming to community grounds, you must first schedule an appointment in advance with a community leader. We ask that you follow the same protocol if you drop off items.
- Visiting groups should be small (no more than four people).
- Visits should last for no longer than 30 minutes and occur between the hours of 9 a.m. and 6 p.m.
- Any visits to Sunrise grounds should be purposeful, such as to celebrate a birthday or anniversary.
- All visits will be conducted through closed windows with the resident remaining inside, and with proper social distancing measures in place.

Please remember that non-essential visitors are still not allowed inside the community, so these visits are to the exterior grounds only. The safety of our team members, residents and families is paramount, and abiding by these guidelines will help us foster a safe and fair environment for all.

All of the efforts we're making to help keep residents safe and engaged during this unprecedented time would not be possible without the dedicated work of our amazing team members. Like other medical and care professionals throughout the world, our team members are on the front lines working day and night to care for our residents and help keep them safe, healthy, active and engaged.

Thank you, as always, for your continued trust and support. We are honored to serve you and your loved ones.