

**Re: Coronavirus and Communicable Diseases**

Dear Residents and Families,

Home Again's planning and preparation for the Corona Virus pandemic is evolving quickly and we anticipate continued changes for our residents and staff as things progress. It is our goal to provide frequent updates and answer questions to the best of our ability as they come up. We are following guidance from regulators and adding our own best practices for safety as we feel appropriate.

As of today March 11, 2020 we are adding the following as additional preventative measures in all of our communities.

Effective immediately we are limiting access to visitors and will be locking all entry ways. If you visit you must enter at our main entrance and ring the bell for staff assistance. All visitors will be screened by a Home Again staff member prior to being granted access to our communities. We do ask that family and friends planning to visit consider rescheduling if the visit is nonessential.

Visitors may be denied entrance to our community if any of the following are true:

1. Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
2. In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.
3. Travelled within the last 14 days.
4. Residing in a community where community-based spread of COVID-19 is occurring.

ALL visitors will be required to have their temperature taken by a Home Again staff member prior to entry. Anyone with an elevated temp will be asked to refrain from visiting.

For those individuals that do not meet the above criteria, Home Again may allow entry but will require visitors to use Personal Protective Equipment such as facemasks and will require proper hand hygiene with limiting surfaces touched. Access to common areas of the community will also be very limited.

Thank you for your attention to these requests and patience during this time. If you have any questions, please reach out to the management team at your community.

Sincerely,

**Home Again Assisted Living Inc.**

Martin O'Connor  
President / CEO

Brooke LaChance, NP  
Chief Medical Officer / EVP