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MEMORANDUM

To: Health Care Residents and Family
From: Brian Robbins, Vice President and COO
Date: October 22, 2021
Re: Health Care Guest Experiences

The continued decline in local COVID-19 positivity rates for our county has Buckner leadership continuing to re-evaluate our policies and procedures to ensure a balance of safety and community enjoyment.

We have made the decision to **no longer require reservations for health care guests**. However, we strongly recommend that our guests continue to follow all community protocols outlined at our front desks. This applies to both essential caregivers and general guests.

Health care guests must continue to wear medical masks when inside the community for the safety of residents and associates. The type of medical mask may vary depending on care level or positivity rate. Health care front desk associates can tell you what type of medical mask is needed, and if you don't have one, they will provide it based on availability.

Guests are not permitted inside our health care dining rooms, but meal take-out is available if residents and guests would like to dine in their private residences.

You can help us maintain our county's decrease in COVID-19 positive cases by following the below best practices regardless of your vaccination status. These practices will help mitigate the risk of catching or transmitting the virus:

- Wear masks in indoor common areas to greatly help reduce the spread of any germs and viruses (masks are still required for associates and guests).
- Wear masks in enclosed spaces, especially on the bus.
- Practice social distancing when possible while participating in activities and in common areas.
- Practice social distancing in the dining rooms and limit the number of people at a table.
- Wash your hands and use hand sanitizer often.
- Isolate in your room if you have been knowingly exposed to a COVID-positive person.

- Isolate in your room if you are experiencing any symptoms, such as a fever of 99.6 or greater, cough, shortness of breath, and fatigue. And alert your physician.
- Limit guests to your apartment as much as possible. If you and your guests want to dine together during their visit, consider bringing to-go meals back to your apartment.

These are all tried and true safety factors and suggestions based off CDC recommendations that will help limit potential exposure and the chances for breakthrough cases of the delta variant.

You may call 855-754-3338 with questions at any time. Also, please continue to visit the BRS website (www.BucknerRetirement.org/COVID19) for a daily tracker of any PUIs or positive cases our community may have.

Thank you for your patience and understanding during this unprecedented time.

Please share this information with family members.