

Dear Residents, Families, and Friends:

Please see below the most recent guidance for Argent Court. The true meaning of the holiday is giving thanks for all that we have. This Thanksgiving, we are incredibly grateful for many things - a loving family, great friends, and good health. We are also thankful for the faith you've placed in us. We remain dedicated to providing exceptional care.

With all of this year's challenges, gratitude may seem to be in short supply for many. However, we still have lots to be thankful for, and our Residents are at the top of our list. We understand that 2020 has been a challenging year for everyone. Separation for loved ones is never easy, and as we approach the Thanksgiving and holiday seasons, the desire to spend time with our families becomes even more vital. Even in this challenging year, we have much to be thankful for and understandably know everyone wants to celebrate with their families.

We encourage you to start planning on how to celebrate the holidays during these unprecedented times. Christmas decorations will be going up early this year. Our Activity Directors and Dietary Service teams are working together to find unique ways to celebrate the holidays in safe, socially distanced ways within the walls of our communities. The staff will continue to help families virtually connect with their loved ones in meaningful ways throughout the holiday season.

We would ask that you consider the risk of taking your loved one's home and bringing them back. That being said, we cannot and will not prevent our residents from leaving. We would ask that you consider virtual options. We are working on a plan to increase the essential and front porch date opportunities via visibook. **Scheduling visits:** All Visits must be scheduled in advance through <https://visibook.com/rfnwnhkqkqdxpinxb>

Many families are excited to take their loved one's home for Thanksgiving. If you decide to have your loved one leave, we will need to know in advance to go over a few things with you before they leave. Please reference the policy attachment. Residents who fail the facility's coronavirus screening when they return must be asked to self-quarantine for 14 days.

We cannot stress enough about the risks associated with holiday gatherings and know you understand and share our concerns. Sadly, this virus has taken so much from so many, but our goal and priority remain on keeping our Residents and our staff as safe and healthy as possible. As always, your patience and care in adhering to these procedures are sincerely appreciated. All of us here at Argent Court are so grateful to have all of you that have helped us stick to these guidelines. We are all looking forward to a time to look back on this as a memory and spend future holidays as they should be spent – together! So it is in the spirit of gratitude, appreciation, and respect, we wish you a happy Thanksgiving. May you be filled with gratefulness this week and the rest of your holiday season filled with cheer.

EFFECTIVE DATE:

This policy is to take effect immediately.

Please review the attached policy:

Please know we continue to provide essential visits, outdoor visits and window visits, and visits through technology and encourage you to take advantage of these opportunities. We will continue to carefully consider all options, evaluate our policies and procedures, and share more information with you as soon as updates come our way. In the meantime, please reach out if you have any questions.

From our hearts to yours, Happy Thanksgiving.