



November 6, 2020

Dear Sunrise Residents and Families,

As part of our ongoing efforts to improve the care we provide at Sunrise, we seek feedback regularly from you through methods like real-time customer feedback surveys and the conversations you are having with your Executive Director or Care team. It comes as no surprise that your number one concern continues to be the ability to see your loved one face-to-face, given our current pandemic environment. We know that you are eager to learn more about options for indoor visitation, particularly as cooler days become more frequent across many states and provinces.

Sunrise's plan for Phased Resumption of Operations was created to help communities offer as many resident engagement opportunities as possible, in accordance with guidance from local, state and provincial health departments. Importantly, as we know the pandemic will continue to evolve, our plan is designed to enable communities to adjust their operations in accordance with health authority regulations and guidelines should there be a change in the impact of COVID-19.

Today, we're pleased to announce the introduction of Phase 3 for eligible communities, as well as additional opportunities for in-person visitation throughout our plan.

### **Resumption of Operations – Phase 3**

Communities that have been in Phase 2 for more than two weeks and have satisfied applicable federal, state, and local requirements, as well as Sunrise's own criteria, are eligible for Phase 3 of our Phased Resumption of Operations plan. In addition to expanded opportunities for in-person visitation, which are outlined below, we are also pleased to offer the following activities as part of Phase 3:

- Increased dining room capacity, up to 50 percent while maintaining social distancing requirements.
- Added variety to indoor activities and community entertainment, with strict social distancing protocols in place.
- Continuation of community renovations, with all vendors being screened according to Sunrise protocol.

### **Expanded Opportunities for In-Person Visitation**

- In Phase 1, 2 and 3, residents will now have the option to designate two *Essential Caregivers* for indoor, in-suite visitation.
  - An *Essential Caregiver* is an individual who provides companionship, emotional and/or social support.
  - *Essential Caregivers* are required to provide documentation of a negative COVID-19 test every 14 days, and can visit when a community's county positivity rate for COVID-19 is below five percent.

- In Phase 1, 2 and 3, friends and family members may visit with residents in indoor spaces that are not in use for programming or other purposes, following a similar protocol as used for outdoor visits. Outdoor visitation continues to be the safest option and will also continue to be offered in Phase 1, 2 and 3 weather permitting.
- In Phase 3, friends and family members may visit with residents in their suites as long as the community is located in a county with a COVID-19 positivity rate below five percent.
- Compassionate care visits to support end-of-life and residents who are bedbound or have significant physical or psychological limitations, as well as visits from essential medical providers, continue to always be accommodated.
- All visitors will continue to be screened for COVID-19 symptoms, recent travel and exposure, and will be required to wear appropriate personal protective equipment.

For more information on our Phased Resumption Plans and Visitation Program, please view the attached overview. Your Executive Director will provide more information on your community's status as well as the process for scheduling visits, which could include additional requirements based on guidance from local health officials. We are prepared to actively monitor the impact of COVID-19 on each community, and we ask for your continued patience as we adjust our operations in what we believe are the best interests of your loved ones and our team members.

I'm excited to share that planning is also well underway for the holiday season across our communities. Our Thanksgiving, Hanukkah and Christmas menus will feature seasonal favorites like roast turkey and cranberry sauce, braised brisket and apple glazed chicken, along with special desserts including pecan pie, babka and caramel cheesecake. Our Programming teams are working hard to offer creative ways for residents to celebrate safely, regardless of each community's Phased Resumption of Operations status. Activities could include making dreidels and gingerbread houses, enjoying suite stops with hot cocoa or champagne and truffles, and giving back to the community with handmade scarves and blankets.

Rest assured that as we roll out all of these activities, we remain vigilant in our efforts to protect your loved ones from COVID-19, as well as seasonal illnesses like influenza, which are always a concern for our seniors. As always, your Executive Director is available to answer any questions you may have, so please feel free to reach out at any time.

Thank you for your continued support.

Sincerely,

Jenifer Salamino  
Chief Operations Officer  
Sunrise Senior Living

# Covid-19 Phased Resumption of Operations Plan

We work every day to provide a safe, comfortable, and engaging home. While this home may look a bit different during the COVID-19 pandemic, we've consulted with a number of clinical and infectious disease specialists, such as the CDC, WHO, and CMS to design a plan to help our residents and families enjoy all they love about life at Sunrise.

## RESTRICTED OPERATIONS

Personalized support as residents self-quarantine in their suites, including in-room dining and activities, hallway engagements and virtual family connections.

## GATING CRITERIA

Data-driven gating criteria established to guide when communities are ready to move into Phased Resumption:

- State/provincial and local area assisted living restrictions
- 14 consecutive days in each phase with zero active confirmed cases of COVID-19
- Sufficient PPE, cleaning supplies, and staffing to support expanded operations

## MOVE TO PHASED RESUMPTION

Changes to operations will be made carefully and cautiously with continued focus on infection control measures.

## WHAT RESIDENTS MAY PARTICIPATE IN

### PHASE 1



Small group, socially distanced meals in dining rooms



Small group programming



Scheduled appointments with our in-house hair stylist



Outdoor activities to enjoy fresh air

### PHASE 2



Open Bistros for snacks and socialization



Socially distanced scenic van rides



Community amenity spaces such as libraries, game rooms, and gyms



Expanded small group programming offerings, including resident-led and clergy groups

### PHASE 3



Socially distanced meals in dining rooms, up to 50% capacity



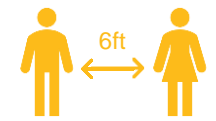
Expanded indoor activities and community entertainment



Community renovations allowed

**NOTE:** Each community's specific plans may vary slightly based on local area restrictions and factors, such as the community's size. We will continue to monitor new information on COVID-19 as well as any impact the pandemic has on our communities as we consider future plans. Should we see a change in the virus or an increase in cases, we will pause our efforts, resume restricted operations protocols, and evaluate next steps in accordance with applicable health authority regulations and guidelines.

## VISITATION\*



Scheduled socially distanced visitation with friends and family

**Phases 1 & 2:**  
Visits occur in a designated outdoor or indoor space

**Phase 3:**  
Visits allowed in residents' suites

**Essential Caregivers**  
allowed in Phases 1, 2, and 3 with additional restrictions



[SunrisePrepared.com](https://www.sunriseprepared.com)  
2020 SUNRISE SENIOR LIVING

# \*Visitation Allowed by Phase

Sunrise's Phases of Resumption	Restricted Operations	Phase 1	Phase 2	Phase 3
<b>Resident Care Visitation</b>				
Essential Medical	X	X	X	X
<b>Family &amp; Friends Visitation</b>				
Window	X	X	X	X
Compassionate Care	X	X	X	X
Essential Caregiver		X	X	X
Outdoor Family & Friends (Designated Outdoor Space)		X	X	X
Indoor Family & Friends (Designated Indoor Area)		X	X	X
Indoor Family & Friends (Resident Suite)				X

## Family & Friends Visitation

### Window

The primary option for communities operating under Restricted Operations to allow for engagement and personal connections.

### Compassionate Care

Indoor visitation in a resident's suite for those who are end-of-life, bed-bound, or have other significant physical or psychological limitations and/or a decline in their condition and cannot participate in window, outdoor, or indoor visitation in designated areas.

### Essential Caregiver

Two visitors, designated by the resident or responsible party, who provide companionship, emotional and/or social support and may visit in-suite. Negative COVID-19 test required within 14 days of each visit.

### Outdoor Family & Friends

The preferred visitation option for communities operating under any phase of the **Sunrise's Phased Resumption of Operations**.

### Indoor Family & Friends

The preferred visitation option for communities if residents are not able to visit outdoors or if outdoor visitation is not possible given inclement weather.

### Resident Suite

Visitation in the resident's suite for the purpose of socializing.

#### Additional Gating Criteria Required

Communities must be located in a county where the broader county test positivity rate for the most recently reported week is less than 5%.

