



Redefining SENIOR LIVING

## COVID-19 Frequently Asked Questions

*We understand that this is an especially unsettling time for our residents and their families. We have compiled these FAQs to help address some of the questions and concerns you might have during this difficult and uncertain time. The health and safety of our residents, staff members, and their families remains our No. 1 priority. Vi is adhering to guidelines from local and state authorities and health officials as new information is released and is committed to keeping you apprised of the latest updates. Any media or press inquiries, please contact [media@viliving.com](mailto:media@viliving.com).*

### **What precautions has Vi implemented, and what are plans for reopening the communities?**

Vi communities are committed to the health and wellbeing of our residents and employees, and have taken proactive measures to prevent, detect, and minimize the spread of COVID-19. These measures have included closing the communities to visitors, screening all employees upon entry, encouraging residents to stay in their homes (shelter in place), frequently sanitizing and disinfecting throughout the community, closing common areas and dine-in venues and instead delivering meals to residents in their homes, suspending group activities and more.

As states and counties have implemented reopening measures, we too have made plans for easing restrictions in our independent living buildings and thoughtfully reopening of our communities. Our plans reflect CDC and state and local guidelines, while also being responsive to conditions at each community and its surrounding area. A community will enter a reopening plan and graduate through each phase when it meets specific criteria for that phase, with the health and safety of our residents and staff as our top priority.

Below is a high-level summary of our reopening plan phases:

- Phase 0: Dining rooms and common areas closed for resident use, in-person group activities on hold, transportation available for non-elective medical appointments, only essential visitors allowed
- Phase I: Opening outdoor activities where appropriate. Limited internal opening, with physical distancing and guidelines in place for select activities and beauty services
- Phase II: Expanded internal opening allowing for expanded activities, limited dining, and visitors
- Phase III: Expanded dining, visitors and activities, including select group outings

Our licensed care facilities have separate reopening plans. If you have any questions about reopening plans, please contact the Executive Director at the community.

### **Are residents required to stay inside their apartments?**

Like all residents of a state or county, Vi community residents should comply with state and local orders. Given that older adults are among the most vulnerable for severe illness from COVID-19, Vi encourages all residents to follow CDC guidelines, including: limiting interactions with other people as much as possible, not attending large gatherings, maintaining physical distancing and wearing masks when leaving their apartments/homes.

If a resident does leave the property, they will be screened upon reentry. At this time, Vi is only providing transportation for medical appointments.



To facilitate the effort to stay at home, we are helping residents get supplies and encouraging them to reach out to our concierge, who will be happy to assist with fulfilling their needs. We have compiled information about companies who deliver groceries and meals to the community for residents.

### **What are Vi's disinfecting and sanitizing protocols?**

We are continuing our regular cleaning regimen with increased emphasis on frequent disinfecting of our common areas and all high-touch surfaces throughout the community using hospital-grade EPA- registered products that are effective against the coronavirus with the shortest dwell time.

### **What is the protocol if a resident or employee tests positive for COVID-19?**

A resident in independent living or employee who tests positive for COVID-19 is required to self- quarantine. In addition, based on our conversations with affected individuals, we will reach out to residents and/or staff members who we believe may have come into close contact with someone who tested positive. We will follow protocols established with guidance from the CDC, state and local health authorities, and our clinical teams.

### **How are you keeping residents informed of reported cases and other updates?**

We are dedicated to keeping residents and their families abreast of any community updates that might affect them. Regular communications are sent to our residents via letters, updates to our in-house message systems, and other channels.

### **How is meal service being handled at Vi communities?**

During this time, Vi is offering meal delivery to residents' homes. The meals are prepared by the community's culinary team. Residents are offered a choice of menu items. Limited dine-in service at our on-site restaurants will be re-introduced as part of the phased reopening plan.

### **What types of activities and events are being offered?**

As humans, we are social creatures that thrive on interactions with others. Our residents are no different. We realize the impact isolation can have on our residents, and we are designing fun and stimulating activities, events and programs that residents can participate in without leaving their apartments. Also, the phased reopening plan addresses resuming limited in-person activities and limited use of venues such as fitness centers and pools.

### **Is Vi conducting tours for prospective residents?**

Reinitiating tours is addressed in our reopening strategy. Please contact your local community to learn what phase they are in and when tours may begin. Our sales teams are currently offering virtual tours and events.

### **Are new residents still moving into the community?**

Yes. We are handling new resident move-ins on a case-by-case basis in accordance with local and state guidelines.

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