

COVID-19 Frequently Asked Questions

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.

For any media or press inquiries, please contact media@viliving.com.

When will Vi residents be vaccinated?

We are happy to announce that we have now hosted vaccine clinics offering both first and second doses of the COVID-19 vaccine for residents at all communities.

Will employees receive the vaccine?

During our vaccination clinics, Vi staff at all 10 communities were offered both rounds of the vaccinations alongside residents. And while this is a momentous milestone, we know the fight against COVID continues.

As such, effective August 1, 2021, Vi will require all community-based workers and personnel to be vaccinated against COVID-19 as a condition of continued employment with us. According to the CDC, vaccination against COVID-19, together with following COVID-19 safety precautions, is the most effective way to protect individuals against COVID-19 infection and prevent further COVID-19 transmission to others.

Vi understands that some employees may need to request an exemption from COVID-19 vaccination for a legitimate reason, such as disability, a serious medical contraindication, or a sincerely held religious belief. Vi has an interactive process in place to accommodate employee requests where it is reasonable and necessary to do so given the circumstances.

The vaccination mandate does not apply to Vi residents or their personal visitors and guests. Currently, however, an overwhelming majority of Vi residents have chosen to be vaccinated against COVID-19.

What precautions has Vi implemented, and how are communities being reopened?

Vi communities are committed to the health and well-being of our residents and employees, and have taken proactive measures to prevent, detect, and minimize the spread of COVID-19.

This has included limiting visitors to the communities, screening all employees upon entry; encouraging residents to stay in their homes; 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 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 salon services
- Phase II: Expanded internal opening allowing for expanded activities, visitors, and limited restaurant dining
- 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?

No. 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—vaccinated or otherwise—to follow the latest CDC guidelines. To get the latest from the CDC, [visit its website](#).

As outlined in our reopening strategy, we continue to provide transportation for medical appointments, and as conditions dictate, some communities have begun including grocery runs and some off-site activities. For residents that prefer to stay at home, we are helping them get supplies and encouraging them to reach out to our concierge, who will be happy to assist with fulfilling their needs.

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 isolate. 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?

Meal service is dependent upon the phase of reopening and thus varies by community. Meals continue to be prepared by the community's culinary team. As communities reopen, outdoor dining and limited dine-in service at on-site restaurants may be offered. Where meals are delivered to residents' homes, residents are offered a choice of menu items.

What types of activities are being offered?

We realize the impact isolation can have on our residents, and we are constantly designing fun and stimulating activities, events and programs that residents can safely participate in. Additionally, 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 whether in-person tours are being conducted. Additionally, 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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