

Dear Residents and Families,

We are watching closely as the state and counties progress through various phases of re-opening. We know everyone is anxious to visit their loved ones in-person again. We too are anxious, but we are also cautious and want to make sure we move forward in a safe manner, prioritizing the health and well-being of our residents and staff.

In the near future, we will be defining steps for our communities to progress through opening stages. Our process for loosening restrictions, such as visitation and group activities, will take into consideration the health of the residents and staff, state and local regulations, community preparedness, and the testing of all community staff. Residents and their primary contacts will receive communication from their community as we begin to progress through these phases. We appreciate everyone's patience as we take a measured and safe approach to relaxing current protocols over time.

Today we are in a very restrictive environment where only essential visits are allowed, no communication or group activities are allowed. This environment will continue until we are able to move to a second phase that includes limited visits but still no communal dining and small group activities. We are still not sure when we can move into this second phase but will keep you updated as we move towards phase two. Finally, we will move into phase 3 which will include visits being allowed, communal dining and group activities will resume as well as transportation. ***Please note, re-opening plans are subject to change based on evolving state and local regulations***

While each community makes its way through these phases, please know that our staff continue to be creative and caring, ensuring we keep residents socially engaged, while physically distanced.

We understand how difficult this situation is, especially for our residents and their loved ones. Their patience is very much appreciated as we continue to operate in a safe way. Thank you to our residents and families for your trust, partnership, and understanding. Thank you to our staff for everything they do every day for our residents and you.

Warm Regards,



Pilar Carvajal, CEO & Founder
Innovation Senior Management
1688 Meridian Avenue Suite 700
Miami Beach, FL 33139