



Redefining SENIOR LIVING

## Vi

### **COVID-19 Frequently Asked Questions**

*We understand that this is an especially unsettling time for our residents and their family members. The health and safety of our residents, staff members, and their families remain our number one priority. Vi is adhering to guidelines from local and state authorities and health officials as new information is released and is committed to keeping our residents and their families apprised of the latest updates. We know that the uncertainty of this situation and the rapidly changing information may give rise to concerns and questions. We have composed the below FAQs to help address some of the questions you might have during this difficult time. Any media or press inquiries, please contact [media@viliving.com](mailto:media@viliving.com).*

#### **WHAT PRECAUTIONS IS Vi TAKING TO MINIMIZE THE SPREAD OF THE COVID-19 VIRUS?**

Vi communities are committed to the health and wellbeing of our residents and employees, and have taken many measures to prevent, detect, and minimize the spread of COVID-19. These measures include closing the communities to visitors, screening all employees upon entry, encouraging residents to stay in their homes (shelter in place), frequent 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.

#### **ARE Vi COMMUNITIES ON LOCK DOWN?**

In compliance with local and state directives, Vi is encouraging all residents to stay in their apartments/homes and not leave the community. If residents are in need of supplies, they are encouraged to reach out to our concierge who will be happy to assist with fulfilling their needs. We are compiling information about companies who deliver groceries and meals to the community for residents.

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

#### **WHAT ARE YOUR PLANS FOR REOPENING YOUR COMMUNITIES?**

While we are maintaining our safety protocols, Vi has initiated a planning process to help determine the timing and logistics of a phased relaxation of infection control and quarantine protocols. We are taking a prudent approach with a conservative, cautious and phased strategy to re-introduce certain services when the time is right. We believe that Vi communities are at best, weeks, if not months, away from relaxing our existing precautionary protocols.

#### **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 being deployed to our residents via letters, updates to our in-house message systems, and other communication methods.

**HOW IS MEAL SERVICE BEING HANDLED AT Vi COMMUNITIES?**

During this time, Vi is offering three meals a day to residents, delivered to their homes. The meals are prepared by the community's culinary team. Residents are offered a choice of menu items. Please note that dine-in service at our on-site restaurants is currently suspended.

**WHAT TYPES OF ACTIVITIES AND EVENTS ARE BEING OFFERED?**

As humans, we are social creatures that thrive on interactions with other human beings. 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.

**MY FAMILY MEMBER HAS UNIQUE NEEDS AND I NEED TO BE ABLE TO DELIVER SUPPLIES TO THEM.**

**WHAT ARE MY OPTIONS?**

Our communities are currently closed to visitors, with limited exceptions such as end-of-life visits. Family members can make drop-offs for residents at the front desk or main gate, and those items will be delivered to the resident.

**WILL THERE CONTINUE TO BE AMPLE FOOD AVAILABLE ON PROPERTY TO RESIDENTS?**

Our food and beverage suppliers have not been impacted in their ability to deliver products to our communities. The closing of restaurants across the country has increased our suppliers' focus on serving the needs of healthcare and senior living communities. Additionally, in the event of supply chain disruptions, our communities have plans in place to secure sufficient inventory.

**IS Vi CONDUCTING TOURS FOR PROSPECTIVE RESIDENTS?**

In an effort to eliminate outside visitors to our communities and safeguard the health of our current residents and staff, we are not currently conducting on-site sales and marketing meetings or events for prospective residents. Our sales team would be glad to offer a virtual tour.

**ARE NEW RESIDENTS STILL MOVING INTO THE COMMUNITY?**

We are handling new resident move-ins on case-by-case basis in accordance with local and state guidelines. We are encouraging new residents to delay their moves if possible, and we are assisting them in making alternate plans to best suit their needs. In many cases, new residents have been successful in pushing back their move date while still securing their future home at Vi.

###