

COVID-19 Communication From Senior Living Management

September 11, 2020

Dear Hibiscus Court Residents, Families, and Associates:

We are excited to announce the first phase of our reopening. Our residents are excited to see your faces in person! Our community is currently finalizing preparations for a safe reopening and we thank you for your understanding and patience while we properly prepare to begin phase one of our reopening early next week.

Though the state has indicated that residents may designate up to 5 General Visitors, in order to assist in a smooth reopening, **we ask that you understand our limiting the General Visitors to 2 per resident during this first phase.** Our plan is to increase this as soon as possible. Residents and families will be updated when the capabilities for visits change. During this **first phase** Hibiscus Court Residents may designate 2 "General Visitors". The team at Hibiscus will be discussing this with our residents and reaching out to the appropriate resident contact to document their designated visitors for preparation purposes.

Please review the following details for more information.

- All Visitors will be required to participate in a training process with regard to the use of Personal Protective Equipment, proper handwashing, and social distancing, prior to their first visit. The training link will be available via RentCafe. If you are not currently signed up in RentCafe, our Business Office Manager can assist you in registering.
- Visitors are required to wear a mask at all times during visitation and must agree to maintain social distance.
- Visits will occur on a scheduled basis – in 30 minute increments, with 1 General Visit (with up to 2 people) per resident, per week.
- Visiting times and days will be Tuesday, Wednesday, Thursday from 11am to 3pm and Saturday from 10am to 12pm and 1pm to 2pm.
- We will try to accommodate visitation during other hours, if possible, upon specific request.
- All visits will be scheduled through the front desk. 321-951-1050.
- Visitors must complete a screening questionnaire, and have their temperature taken and recorded and will be required to sign in and sign out each following visitation.
- Designated visitation locations will be set up both indoors and outdoors. We will do our best to accommodate requests for specific locations, based on the needs of the resident, their designated visitors.
- Visitation will be visually monitored by Hibiscus staff.



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The community will be able to go over visitation specific information when your appointment is made. As we keep our residents' safety and well-being at the heart of all of our decisions, the details of phase one of our reopening plan are subject to change, and subject to the discretion of the Executive Director. Should the community have a positive COVID case, visitors will be contacted by phone to inform and the community will immediately cease face to face visitation until further notice. Compassionate (end of life) visits as well as essential visits (indicated in the resident's care plan) continue. These rules are different and will be addressed on a case by case basis with each resident and their family.

We appreciate your patience and understanding as we gradually reintroduce visitors into our community. We are truly looking forward to reuniting our families with their loved ones.

If you have further questions, please reach out to the community.

Thank you,
Senior Living Management



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