September 16, 2021

REGENCY
SENIOR LIVING

Dear Families, Loved Ones and Team Members of Regency at Augusta,

We received confirmation on 09/16/21, that a resident of Innovations, our memory care neighborhood, has tested positive for COVID-19. The resident showed no symptoms of COVID-19 but the resident was sent to the emergency department for an altered mental state on Thursday September 16, 2021. Upon arrival to the emergency department the resident was tested for COVID-19.

All families of those residents impacted have been notified and those residents will be quarantined for 14 days per the recommendations of our local health department. The team at Regency will begin testing all residents and all team members, at the recommendation of the Virginia Department of Health. We are working closely with the local health department and are continuing to adhere to all CDC and VDH protocols.

Here is what we will continue to do to keep our team and residents safe and healthy:

- Social distancing is being practiced
- All residents will have in-room dining
- Multiple daily temperature and pulse oximetry checks for all residents
- Frequent disinfecting of our community
- team members are completing a screening questionnaire and having temperatures checked daily upon entering the community
- Strict adherence to CDC hand washing and hand sanitizer guidelines
- All team members will wear proper PPE while offering care to our residents
- Masks will be provided for residents to wear during care provided by team members

We are suspending non-essential visitation to all residents for the next 14 days; again, we are following the guidance of the health department.   We are continually adjusting policies and practices as set by state and federal officials.

Please reach out to us if you have any questions. On behalf of the team here at Regency, we appreciate all your support during this time.

Best regards,

Kelly Louk, LPN
Director of Health and Wellness

Michael Parrott
Regional Director of Sales & Operations