



August 23rd, 2021

To Our Residents, Family Members and Staff of Park Vista Retirement Living - North Hill,

Today, we were alerted to a COVID positive resident. We are in the process of conducting testing amongst our Assisted and Memory Care residents as well as offering testing to all Independent residents at this time. We have already been in contact with our residents and team members at the building but wanted to follow up with this letter.

We have also been in contact with the local health department and are following all isolation and quarantining protocol provided as well as guidance from IDPH and the CDC. We have implemented additional monitoring for residents and team members that may have come in contact with an affected person. We will also continue to track and monitor residents and team members for any COVID related symptoms. We will continue to conduct weekly facility wide testing until we have two weeks of negative results. Per IDPH and Public Health guidelines, we must suspend in person visitation until all testing returns negative results.

We understand this is very difficult on family and residents to suspend in person visitation, but we will be scheduling in-booth visits, facetime calls as well as window visits through the quarantine period.

We will work closely with residents to assist them with properly wearing their masks and socially distancing when outside of their unit, practicing good hand hygiene, and avoiding people or places where they are not able to wear a mask and socially distance. The nature of this virus makes it imperative for all residents and staff to remain healthy because we reside and work in a communal environment.

We will continue to provide all updates by way of the health updates page on our website (www.parkvistaliving.org).

It is a privilege to serve your loved ones and provide them with a safe comfortable environment during this time. If you have questions, please reach out directly to your Executive/Community Director. I can also be reached at (563) 503 - 6001.

Sincerely,

A handwritten signature in black ink, appearing to read 'Julie Lonergan', is written above the typed name.

Julie Lonergan, President
Park Vista Senior Housing Management, LLC