



March 17, 2020

Dear Residents/Families,

The Hallmark appreciates your support and affirmation of our team members for our continued efforts to prevent the entrance of COVID-19. We currently have no active cases of COVID-19, however we are now in a new phase of prevention given the continuing spread in the US and neighboring countries. Hallmark is implementing an intensified effort. Please note the following changes.

General Information:

- We are requesting that you do not accept ANY visitors at this time.
- All team members, residents, guests and vendors are being temperature checked upon their arrival on campus. Anyone reported above 99.6 degrees will not be admitted to the campus.
- By end of day on Wednesday, March 18th, Hallmark will be significantly altering access to our Community:
 - We ask that you NOT come and go from the campus. If for medical or other necessity, you are away from the Community for more than 2 hours you may be required to self-quarantine for 14 days.
 - Access cards will work for the front Hallmark entrance and Healthcare entrance ONLY. If you attempt to self-park, you will be forced to walk around the building to the front entrance.
- Residents are encouraged to please take steps necessary to stock up on groceries/prescriptions and personal items. Hallmark staff can assist with coordination of delivery services, which are being accepted at the front desk and can be delivered to your unit(s).
- At this time, residents can move about the common areas of the campus, however, please continue to use proactive measures of hand washing, hand sanitizer and social distancing.
- We are not admitting outside customers for the salon or other services.
- All non-essential projects that require outside vendors are being placed on indefinite hold.

Culinary: Beginning Wednesday, March 18th:

- All dining venues will be closed until further notice.
 - Continental breakfast will be take-out ONLY
 - Beginning with lunch, residents may place orders for pick up or order food delivered to their unit. Hallmark will waive delivery charges for the duration of this effort. We have assigned staff members to take your order to ensure prompt service. At this time, we will not be making any changes to the menu, simply the delivery methodology.

Deliveries/Mail:

- USPS/FedEx/UPS/Amazon:
 - We ask that you continue to pick-up your mail as usual
 - Packages may be delivered to your unit at your request
- Grocery and Food Delivery:
 - During normal operating hours, Hallmark will be able to accept deliveries on your behalf at the front desk. They may be delivered to your residence by our valet team.
- Deliveries by family and friends
 - We will accept deliveries at the front desk. They may be delivered to your residence by our valet team
- Medications
 - We will accept deliveries at the front desk. They may be delivered to your residence by our valet team

Communications:

- Please make sure to have your email and/or cell phone information updated with the Concierge
- We anticipate updating our webpage to include up-to-date information on COVID-19 communications.

Activities:

- Activities involving outside parties have been cancelled/closed until further notice.
- Phyllis is working very hard to ensure we continue to have a safe variety of activities with limited to interaction

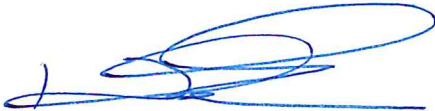
Medical Assistance/Essential Medical Needs:

- The clinic will continue to be open weekly
- Dispatch Health is available for urgent care home visits 720.647.5329
- Please self-monitor your temperature daily if possible

- If you have any medical appointments/procedures over the coming week(s), we encourage you to contact your provider to find out if the appointment will continue or if it can be postponed.
- As a reminder, if you need medical support at any time, continue to press your pendant as usual.
- If you have any cold/flu symptoms, DO NOT LEAVE YOUR RESIDENCE. Contact the front desk and/or your primary care physician. Hallmark staff will coordinate with the Department of Health, EMS and healthcare providers related to testing and treating suspected cases.

This is an unprecedented and challenging time. Every day that we can prevent or delay illness at Hallmark benefits us greatly, so your cooperation is very much appreciated. Please continue to wash your hands frequently and practice social distancing. Remember that when it comes to infection prevention, you can have a positive impact through personal decisions that protect others. The Hallmark team is here for you and thank you for supporting each other as we navigate these new circumstances.

Sincerely,



Harold Ermshar

Executive Director