



June 8, 2021

Still Hopes Apartment, Cottage and Concierge Residents,

I am happy to once again be bringing you some good news about our return to pre-COVID activity levels and service methods.

As of today, we will be able to allow you to limit the number of guests you receive in your apartment or cottage to a reasonable number, using your own good judgement. Meaning that, at this time, Still Hopes will no longer have set visitor limits. However, we do ask that you limit your number of visitors in dining venues to four individuals. If you need or desire assistance on this topic, please feel free to call Tacey Gohean.

Your guests do not need to check in or out with Still Hopes, but the doors will remain in their current locked modalities for now, so you will need to still come and let your guests into your apartment building, or you may guide them to the McDowell Apartment Building's front entrance, where staff will be able to let them in for you during normal business hours, Monday through Friday. We hope to soon be able to open other doors during the day, but we need to continue to closely monitor staffs' masking and that, we believe, can best be accomplished by not giving them the ability to come in through unmonitored areas (many of our staff need to get masks upon their arrival, and DHEC continues to make it Still Hopes' responsibility to ask the health questions and provide daily guidance, at the beginning of the shift, for any staff member who may go into a licensed area at any point during their day). "Licensed areas" include the Jane Bruce Guignard neighborhoods, the RiverBanks Assisted Living neighborhood, the Rosalie Bomar Memory Care neighborhood, the Memory Care day program, and the Sanders Rehabilitation neighborhood. I understand the aggravation it is to your visitors and to you for these doors to continue to be locked. Just know that we work toward the day they are unlocked every day as they were before COVID.

Also, your visitors no longer will need to complete the waiver form before they can visit. You do need to let them know that they visit at their own risk and that there is always a potential for contracting COVID when they visit any public place.

Your FULLY VACCINATED guests continue to be welcome to be with you in ANY common space on our campus, except the Palmetto Dining Room. A visit into any of the licensed areas, for them as well as for you, will continue to require signing in, and a mask, even if you or they are fully vaccinated, but the remainder of the campus does not require a mask. They, and you, may still feel free to wear a mask if that is your desire. Your guests, while they may eat with you in a common area dining venue (minus the Palmetto Dining Room), are still not allowed to get in line to order their own food. This is not so much COVID related, as it is related to our staffing issues.

Staffing issues do continue, but I can let you know that we did have 20 new staff members in the New Employee Orientation Classes on Monday, June 7. We will, we believe, be able to meet the expectations of returning to our normal dining routine (for the most part at least) after about 4 additional weeks.

As a reminder about other things that are pertinent to our "re-opening":

- Visitors do not need to check in or out. You are the one responsible to have your visitors follow the rules for fully vaccinated, versus, un-vaccinated or partially vaccinated.
- Waivers are no longer required for your visitors.

- Most dining rooms are open to fully vaccinated visitors, but residents need to be the one to order their food and deliver it to their table. Visitors are still not allowed in the Palmetto Dining Room due to staffing concerns.
- Residents, and/or fully vaccinated guests, are not required to wear masks. You and your visitors may wear a mask if you so choose.
- Visits into licensed areas are still under the guidance of DHEC and masking for EVERYONE is still the rule of the day.
- Watch Life Engagement Invitations/Flyers/Newsletters. These will tell you any restrictions for you and for your guests.
- The Shearouse Wellness Center will put out their own memos regarding changes, but we do know that fully vaccinated staff are being allowed back as of the 10th of this month.
- Continue to follow the CDC's guidance for your own visits, as well as the visits you receive from others:
 - If there are signs/symptoms present, cancel the visit
 - Wear a mask when visiting unvaccinated people from more than one household
 - Wear a well-fitted mask whenever you are in a "large group gathering"
 - Get tested if you are experiencing symptoms of the virus
 - Follow appropriate travel requirements and recommendations

Thank you for continuing to work with us to keep Still Hopes safe and sane. The journey back is turning out to be a bit more cumbersome than many of us thought, but we are making the journey and every day is a bit better than the last. I do trust that before long, we will have this virus in our rearview mirrors, and we will be sailing along as before. Your continued tolerance and support of these recovery efforts and rules is appreciated and will help us get there sooner.

Peace for the continuing journey is my prayer for us all.

Sincerely,

A handwritten signature in black ink that reads "Danny Sanford". The signature is written in a cursive, flowing style.

Danny Sanford, CEO