



April 21, 2020

Dear Residents and Families,

As the COVID-19 pandemic continues to evolve, the Sunrise team remains committed to prioritizing the safety and well-being of our residents and team members. As of today, our community has not been notified of any residents or team members with a confirmed diagnosis for COVID-19. We continue daily screenings to carefully monitor for any symptoms of illness, and will work directly with physicians and departments of health if testing may be indicated.

With our mission to champion quality of life for all seniors, we also recognize that providing engagement opportunities to residents and their families is essential. As we've shared over the last several weeks, we've expanded our virtual visit capability through FaceTime and Skype on iPads. We also understand that sometimes seeing your loved ones in-person through the window at the community can have a positive impact. As such, we are excited to share the guidelines below around additional opportunities to safely connect with your loved one on our property.

Given guidelines around social distancing, and based on your feedback, we have worked to create a process and set of rules to enable safe, limited visits to community grounds. This includes:

- We ask that you notify our concierges if you drop off items and leave them outside the front door.
- Any visits to Sunrise grounds should be purposeful, such as to celebrate a birthday or anniversary.
- All visits will be conducted through closed windows and with proper social distancing measures in place.

Please remember that non-essential visitors are still not allowed inside the community, so this guidance is only for visits to the exterior grounds. The safety of our team members, residents and families is paramount and by placing guidelines around these site visits, we can work to enable a safe and fair environment for all.

All of the efforts we're making to help keep residents safe and engaged during this unprecedented time would not be possible without the dedicated work of our amazing team members. Like other medical and care professionals throughout the world, our team members are on the front lines working day and night to care for our residents and help keep them safe, healthy, active and engaged.

As with our residents, Sunrise is committed to the health and wellness of our team members and are seizing opportunities to recognize their valiant efforts amid this health crisis.

To celebrate and thank our team members, we launched a new [Heroes Wear Orange](#) page on SunriseSeniorLiving.com last week. We encourage you to explore the page and read the notes of thanks and support, view inspiring pictures and videos from different communities and to learn more about how Sunrise is supporting our incredible team.

Please call: 514-620-4556 if you have any questions or concerns about your loved ones' or your experience with our community.

Thank you, as always, for your continued trust and support. My team and I are honored to serve you and your loved ones.

Sincerely,

Kristina Vacchiano  
Director of Sales  
Sunrise of Dollard-des-Ormeaux