

HOW WE ARE PROTECTING YOUR LOVED ONE

CURRENT TRANSPORTATION & VISITATION POLICIES AT MARQUIS COMPANIES



Senior communities all over the world have been impacted by the coronavirus, with the most vulnerable population being reported as aged 65 years or older, with underlying health conditions. The virus acts differently among elderly patients, especially those with compromised immune systems. To that end, we are sharing two important policies that impact residents' families.

Transportation

During this time, we require that a medical transport company or Marquis facility transport administer all resident transportation. This includes transportation for new facility admissions, readmissions, and medically essential appointments. This requirement is necessary to protect not only your loved one, but all residents within our facility from potential asymptomatic COVID-19 contact. We recognize and appreciate your understanding that the risks we are faced with during this pandemic period are difficult for all of us. If you would like to make sure that your loved one arrives safely to a Marquis facility or at their medical appointment, you can follow their transportation directly and meet your loved one at the front door, maintaining a safe 6 feet distance and wearing face coverings, such as a mask.

Visitation

In an effort to help prevent the spread of COVID-19, all Marquis facilities have restricted access to visitors except in end of life situations, unless otherwise mandated by public health officials or the Centers for Medicare and Medicaid Services (CMS) or the Centers for Disease Control (CDC). Even though you may not be able to see your loved ones in person, we are making sure that our families are able to interact with virtual visits. We are facilitating alternate communication with your loved one in every way possible. These restrictions include request from you for your loved one to leave the facility for social outings, under CMS/CDC visitation guidance, we need to strongly discourage our residents from leaving. If this were to occur, unfortunately, we would have to implement full isolation for 14 days for your family member, upon return.

If you prefer to use FaceTime, we will provide your loved one with an iPhone or iPad to help you connect. If you prefer to use the Android platform, we will set up a tablet with Zoom. Connection during this time is vital, and we will do everything in our power to make sure you stay in touch. We've come up with creative ways for you to communicate with your loved one. You can connect virtually by joining our Virtually Vital Facebook group ([www.facebook.com/ groups/VirtuallyVital](https://www.facebook.com/groups/VirtuallyVital)). Capture photos or a video on your phone, upload it to the group, and our facility staff will then help our residents view it! Additionally, you can mail or drop off in the #SendSeniorsLove box outside of the facility, cards, letters, or artwork. Facility staff will then quarantine the items for 2 days prior to delivering these to your loved one.