



Hello Trilogy Vendors,

As COVID-19 has been declared a worldwide pandemic, I wanted to give you an update regarding measures that we are taking to guard our campuses against the spread of viral infections. All of the processes outlined in this letter are based on CDC recommendations.

First and foremost, we've enhanced our infection prevention measures at our campuses. Our Environmental Services team is sanitizing all surfaces with the appropriate solutions on a regular schedule, and our campus team has been educated regarding hygiene practices – especially hand washing. In the event of an emergency, our Clinical team is prepared to respond based on CDC recommendations.

We're also temporarily changing how we welcome visitors, including vendors to our campus. Pursuant to the CDC, CMS and state requirements, we are restricting visitors to our campuses with the only exception being for end of life visits. We are also requiring all visitors enter through our primary front entrance. Signs are posted to direct you to the correct entrance. Vendor services that are not immediately required are being rescheduled. Those vendors who provide medically necessary services such as healthcare providers, pharmacy services, equipment suppliers, dietary and others who provide services that cannot be delayed, will be authorized to enter our campuses after passing the required screening process.

When entering our campus, you will be required to complete a brief screening and have a temperature check completed with a member of our campus team. This screening only takes a few minutes, and is designed to help us reduce the risk of spreading infection.

We are also changing our visiting hours to occur between 8:00 a.m. and 6:00 p.m. Of course, we understand that some vendors may need to visit after hours. If you could call our campus and schedule an appointment, we can make arrangements for you. If it is an emergent after-hours visit, you should call the campus number noted on the front door signage to alert campus staff to come complete your screening.

Thank you so much for working with us in our efforts to protect our residents and staff.

If you want to read a complete overview of everything you just read, you can do so by going to www.trilogyhs.com/covid-19.

Yours in Service,

President & CEO
Trilogy Health Services, LLC

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