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January 4, 2021

Dear Families and Stakeholders:

We hope you had a safe and happy holiday. We look forward to better days ahead now that 2021 is here.

We would like to thank you for following our visitation protocols. As has been the case throughout this pandemic, our protocols change quickly. We appreciate you adhering to them and understanding.

Moving forward, we are requiring that all visitation requests be made on a weekly basis. All requests must be submitted by Thursday at 10:00am for the upcoming weekend and the early part of the following week. All requests will be reviewed at noon on Thursdays. We have had several last-minute requests and it has grown difficult to arrange with all the necessary parties for a safe and thoughtful visit. For example, if you would like your loved one to visit you Saturday, January 9<sup>th</sup>, you must request the visit through the [Contact@AmegoInc.org](mailto:Contact@AmegoInc.org) email by 10:00am on Thursday, January 7<sup>th</sup>. We will not be able to approve a visit that is more than 7 days on the calendar. With things changing daily, we cannot foresee what the status of things will be that far in advance. We will not review requests made two weeks in advance. We will respond to all inquiries by Thursday evening.

If this is your first request for visitation, you must include the following in your email request:

- There will be no community outings during the visit.
- The visit will only have members of the immediate household present.
- Acknowledgement that if the residence your loved one lives in becomes positive while home with you, you *may* have to keep your loved one home with you for at least up to 14 days.

If you have already had a previously approved visit with your loved one, your request must include the following:

- The date(s), time, and location of your visit.
- Acknowledgement that you will continue to adhere to the previously agreed upon protocols.

Again, all requests should be sent to [Contact@AmegoInc.org](mailto:Contact@AmegoInc.org) by Thursday at 10:00 am for review at noon, and responses will be sent out by Thursday evening.

Thank you,

John Randall  
President and Chief Executive Officer