

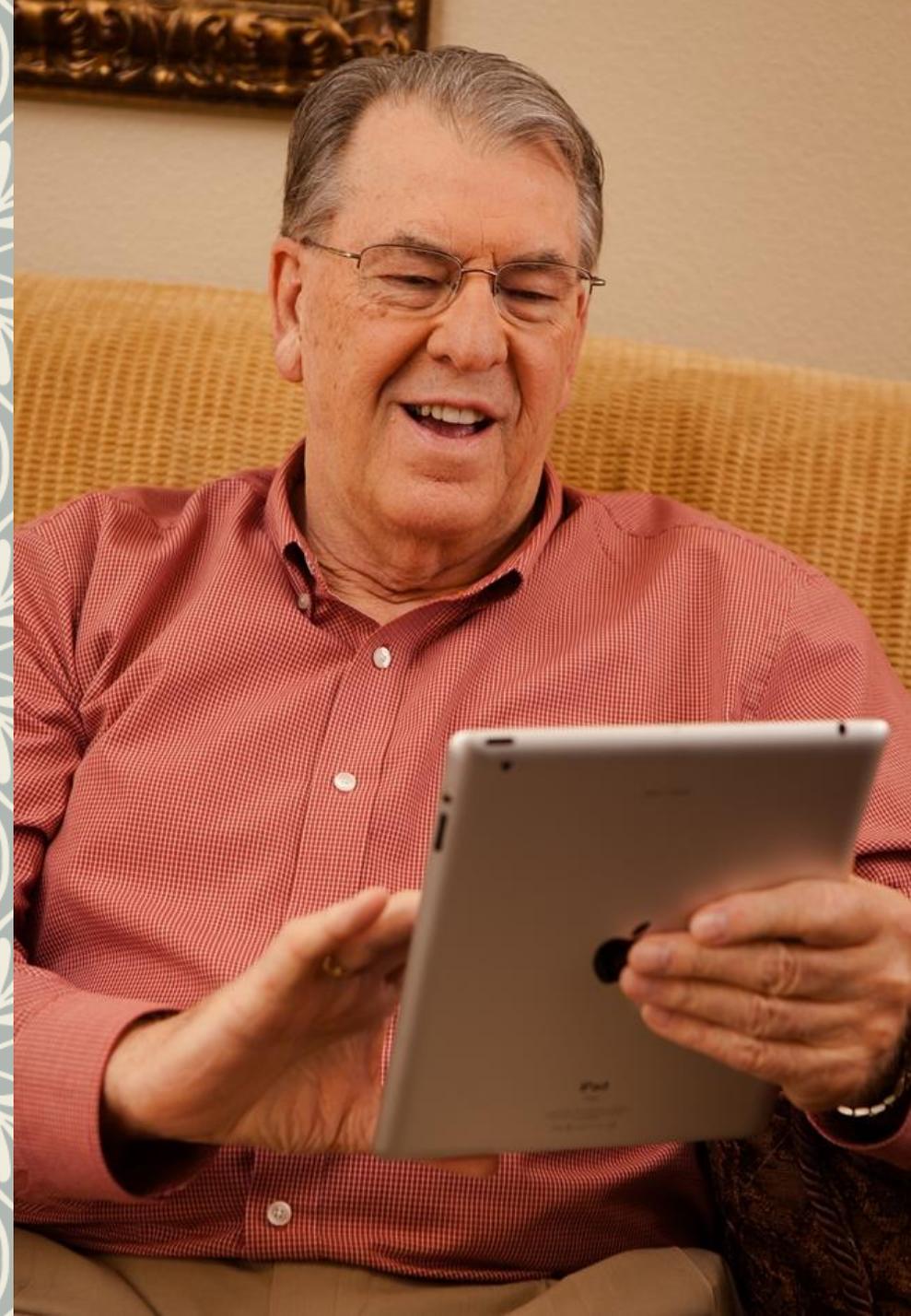


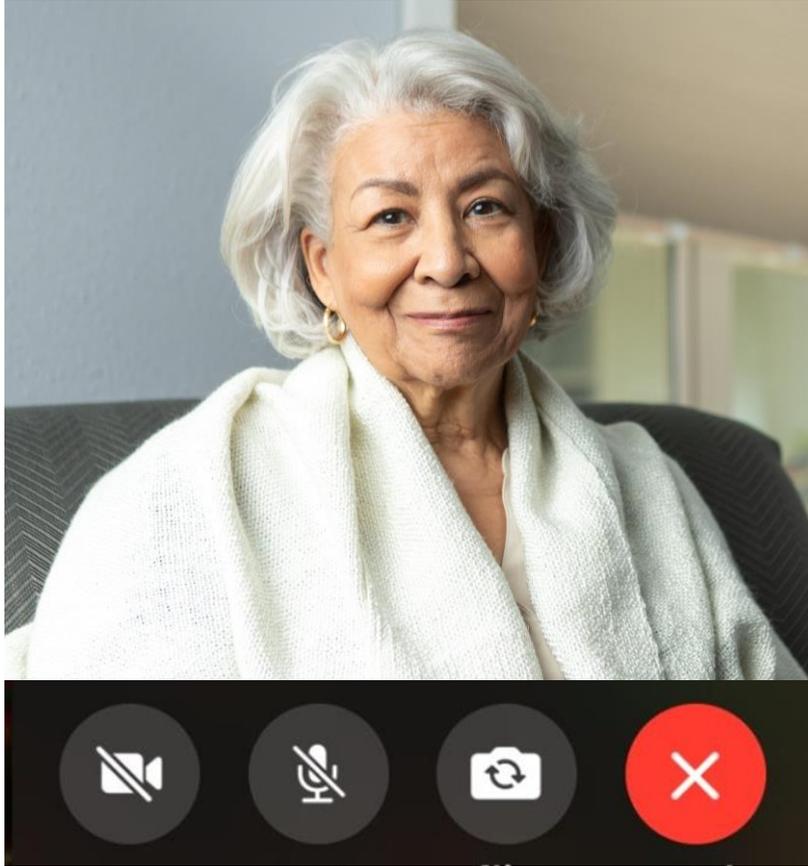
*PRIMROSE*<sup>®</sup>

RETIREMENT COMMUNITIES

# VISIT EXPERIENCE GUIDE

A safety guide on how to visit  
Primrose Retirement Communities

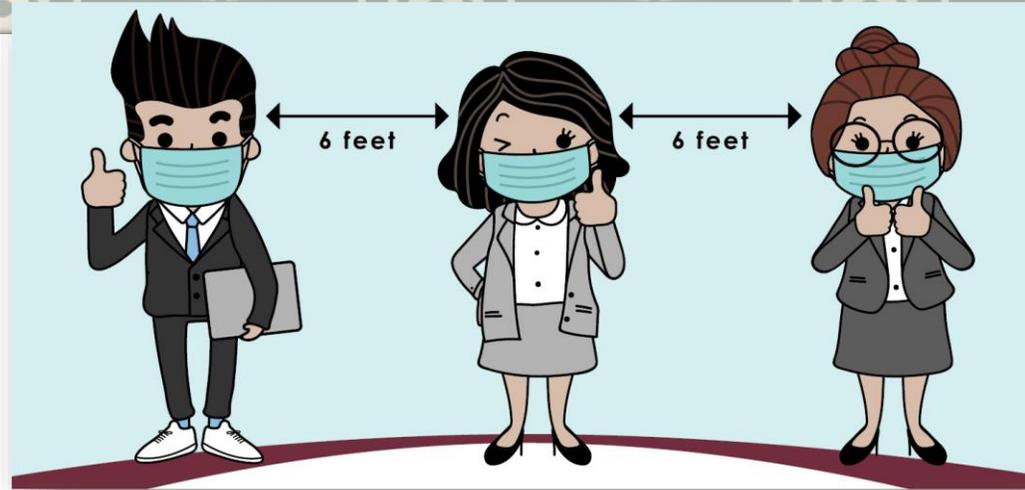




## A Guide on How to Tour

We recognize the importance of experiencing a community before deciding to move. Primrose has opened our communities for visits by prospective residents and their families. We understand that you want a transparent and clear picture of life at Primrose when making decisions about senior living for yourself or your loved ones.

Primrose has developed options for visiting our communities, following the guidance of the Centers for Disease Control and Prevention (CDC) and local and state health authorities.



## SAFETY MEASURES

When you visit a Primrose community, we want you to feel safe and cared for. Here are just a few of the enhanced measures we're taking in our communities to help protect our residents, staff and visitors.

### Masks

- All staff are required to wear surgical masks in the community and encouraged to wear cloth masks during activities outside of work.
- Residents are asked to wear face coverings when outside of their apartments. As a visitor, you'll be required to wear a mask.

### Cleaning

- Hand sanitizer will be conveniently placed throughout the building.
- High touch surfaces will be disinfected throughout the day
- Virtual technology equipment will be sanitized between uses.

### Social Distancing

- We will enforce six-foot social distancing during tours and other activities.



## How you can **EXPERIENCE** Primrose safely

Before you move-in, get a better feeling of day-to-day life at Primrose. The goal is for you and your family to become comfortable with what to expect as a new member of our community.

### **VISIT OPTIONS**

- 1. Onsite Visit of Community**
- 2. Virtual Visits**

**STEP 1:** Call Primrose and schedule the visit option that best fits your family.



## 1. Onsite Visit of Community

Experience your new home by coming into our community. You'll be invited to view our model apartment (as applicable) and get a feel for our community by walking the halls, talking to our staff, and meeting some of our residents who live the Primrose lifestyle everyday.

- **Guests must pass temperature and health screening** (3 guest maximum)
- **Face covering required**
- **Social distancing** (6 feet apart)
- **Hand sanitizer will be available**



## 2. Virtual Visits

### VIRTUAL VISITS

- This type of visit is conducted live via technology; you'll be talking to a Primrose Sales Director over video chat and be able to ask questions.
- We will set up a meeting through a video app (Microsoft TEAMS, FaceTime, etc.).
- If you've never used video chat apps, we'll take you through the process step-by-step.



### COMMUNITY TOUR VIDEOS

- This type of visit is a pre-recorded tour by a Primrose Sales Director. The video will be customized to what you specifically want to view in the community. The video will be sent to you via email or text.
- You can also review the video with a Primrose Sales Director over the phone. This allows you to ask any questions about the community.
- **With both options of virtual visits**, you can view a model apartment, common areas, meet staff and possibly residents along the way!

# MAKING THE MOST OF YOUR VISIT

## Questions to ask before a virtual visit:

- Will this be live or a recorded visit?
- If live, who will I be speaking with during the visit?
- If recorded, when will someone follow up to answer my questions?
- What can I expect to see on this visit?
- Will I have an opportunity to speak with other staff or current residents?

## Questions to ask during an onsite visit of our community:

- What are your infection control measures and testing protocols?
- Will I be able to visit with family members after I move in?
- What happens immediately after I move in? What am I allowed to do?
- What does the social life at Primrose look like right now?



## Visit Tips:

- Let Primrose know in advance the specific community areas that you'd like to see during your virtual visit.
- Ask to speak with the Executive Director, Dining Service Director, or any other staff prior to your virtual visit.
- If you choose a virtual visit, ask about a follow-up visit to the community.
- Ask Primrose if you can meet with a resident ambassador.