

September 17, 2021



Dear Families, Loved Ones and Team Members of Regency at Augusta,

Yesterday we sent out a letter informing you of a change in our COVID status, within that letter we outlined our next steps and what additional measures we were putting in place to protect our residents, team-members, and families. However, there was one protective measure that was mentioned in the letter mistakenly. At this juncture residents will not have in-room dining and communal dining and group activities will continue as normally scheduled.

We apologize for the misinformation and truly hope it didn't create unnecessary inconvenience or undue anxiety. The current visitation restrictions mentioned in our previous letter will remain in place in our community at this time, and until the VDH and the local health department lift restrictions. We are continually adjusting policies and practices as set by state and federal officials.

Please reach out to us if you have any questions. On behalf of the team here at Regency, we appreciate all your support during this time.

Best regards,

Kelly Louck
Director of Health & Wellness

Michael Parrott
Regional Director of Sales & Operations