

VENTURA TOWNEHOUSE

CALIFORNIA'S CROWN JEWEL IN RETIREMENT LIVING

August 13, 2020

RE: Ventura Townehouse updated visitation guidelines by appointment only

Dear Residents/Families,

Over the past months, many of you have been communicating with your resident(s) via phone, zoom, text, email, facetime, etc., to remain in contact. Also, several families have been using the glass windows in the front lobby as a barrier to visit your resident(s). Please continue with these various forms of communication to keep everyone's spirit uplifted.

Effective today, we are re-introducing our resident/family in person visitations by appointment only from 9:00am to 3:30pm daily. Please make this appointment by calling the front desk in advance. The visitation area is set up outside our front lobby doors to the right if you are facing the building and the area contains a table for the resident and a second table for the families/visitors seated six feet apart. The maximum number of visitors allowed is three people and maximum time for the visit is thirty minutes.

During the outside visit, please refrain from physical contact between the resident and visitor(s) and all parties are to wear masks. No food, gifts, or items are to be exchanged. Please follow current protocol and leave any items at the front door and our front desk concierge will secure the item and bring it to the resident's apartment.

We know how important staying connected is and we encourage and welcome your further visits in person. Please let us know if you have any questions.

Sincerely,

Evan Granucci
Executive Director