



We're Looking Forward to Safely Hosting You!

Thank you for considering a visit to our campus! We believe a great way to truly appreciate the Acts lifestyle is to experience it first-hand. In order for us to maintain a healthy environment for our residents and guests, we are requiring that certain procedures be followed during your visit. We are grateful to you for understanding this and look forward to being able to welcome you to our Sales & Design Suite!

Protocols for Sales Visitors

All prospective residents and depositors ("Sales Visitors") who enter an Acts Retirement-Life Communities ("Acts") campus must agree to abide by the following protocols:

1. For the safety of our residents, your appointment to visit will be scheduled at a time when there is best opportunity for retaining social distancing from residents who already live at the community.
2. Only one or two available residences will be able to be toured during your visit.
3. Upon your arrival at the community, you will verbally confirm that you have received and understand these protocols.
 - If the community requires health screenings at the time of the visit, you will be asked to submit to the health screening (temperature check, responses to health questionnaire) at the community Welcome House.
 - If you do not successfully meet the health criteria for admittance to the community, you will be asked to leave the community immediately. Anybody who accompanies you will also be turned away and prevented from entering the community.
4. You will be asked to don a protective mask or face covering prior to entering the community.
 - a. If you are not in possession of a protective mask or face covering, a disposable mask will be provided by the Welcome House along with instructions for wearing.
 - b. If you or anybody accompanying you declines the requirement to wear a protective mask or face covering, you will be asked to leave the community immediately.
5. You (and your guest, if applicable) will receive a small bottle of hand sanitizer with instructions to use. If this isn't available, there will be hand sanitizer available at the Sales & Design Suite.

6. The Welcome House attendant will contact a sales team representative to announce your arrival and to instruct the representative to be prepared for your arrival.
7. Entering the community, you will drive the designated route, and park in a designated space as directed by Acts.
8. You will then proceed immediately to the entrance to the Sales & Design Suite.
 - a. If the Suite is located in a carriage home, cottage, or villa,
 - i. You will announce your arrival by ringing the doorbell if not already greeted by your sales team representative.
 - ii. We require that you maintain social distancing upon awaiting entry to the Suite.
 - b. If the Suite is located inside the main building, you will:
 - i. Enter the building at the appropriate location and be immediately greeted by sales representative.
 - ii. If, for some reason, sales representative is not awaiting your arrival you shall maintain social distancing and announce your arrival when approaching the reception desk.
 - iii. We ask that you maintain social distancing at all times in common areas (hallways, elevators, etc.)
9. Upon Arrival at Sales & Design Suite, you will proceed to meeting space as directed by sales team.
 - a. Meeting space shall be configured to maintain social distance.
 - b. You will continue use of protective masks during the time within the Suite.
10. During Tour of Available Residences
 - a. If the available residence is a carriage home, cottage or villa, you will proceed to the residence at the direction of the sales team and will follow these protocols:
 - i. Wear a mask prior to entering the residence.
 - ii. Do not touch door handles or any surfaces within the residence.
 - iii. The sales team will sanitize any surfaces that are touched by you or a sales team member.
 - b. If the available residence is an apartment, the following shall apply:
 - i. If the route that provides the opportunity for the least amount of social contact requires you and the sales team to exit the building and re-enter at another point, this route shall be followed wherever possible.
 - ii. Inclement weather may at times make such a route difficult to follow. In that case, the sales team shall take all precautions to minimize social contact during the tour if an interior route is chosen.
 - c. Touching any surface within the building other than the door knob/handle to the residence shall be avoided. Should a surface be inadvertently touched, that surface shall be immediately sanitized. All door knobs, handles, elevator buttons, etc. shall be sanitized immediately after use.