



May 19, 2020

Dear Families,

We wanted to let you know that the front office **will be closed on Memorial Day. Therefore, you will not be able to drop off packages or visit through the lobby on Monday, May 25, 2020.** Please make arrangements prior to the holiday or after.

Additionally, we want to stress that you **must make an appointment** to visit your loved one through our lobby window **at least one day in advance**. We need ample time to get them ready for the visit and bring them down to the front lobby. It is often difficult to do this at the spur of the moment.

We require masks to be worn during all visits.

Our visiting hours are Monday through Friday from 10 AM-12 PM and 1-3 PM, excluding Memorial Day. Appointments must be made. This now includes Memory Support as well.

Drop offs are Monday through Friday from 10 AM- 2 PM and from 10 AM-12 PM on Saturdays. There are no drop offs on Sundays.

We are putting these times in place so we can ensure we are properly following our internal sanitizing and screening protocols.

Lastly, we urge you to communicate with your family members. We want to make sure no one is missing out on pertinent information, but we need your help to do this. Please share emails with them or contact us to have them added to our mass email list. You can also find updates on our website: www.thepiperlife.com/happenings.

Our goal is and has always been to protect the residents from COVID-19. We thank you all for your support.

Sincerely,

Heather Callahan
Community Leader