



March 12, 2020

Dear Residents and Family Members,

You most likely saw yesterday's announcement by the World Health Organization that the COVID-19 outbreak has been declared a global pandemic. Although no cases of COVID-19 have been identified within a Holiday Retirement community, we are actively planning and preparing so that we are equipped in the event of an occurrence. This communication is meant to update you on our ongoing preparation measures as we manage the COVID-19 situation. We have enhanced our Infectious Disease Protocols to address multiple stages of planning and response:

- Prevention: pre-occurrence of any infection
- Active: presence of infectious disease symptoms
- COVID-19: suspected and confirmed cases
- Recovery: no new cases and no incidence of symptoms for 48 hours

These protocols follow Centers for Disease Control and Prevention (CDC) guidelines and address all aspects of our community operations including dining, housekeeping, group activities, and transportation.

We have created a dedicated webpage that will be updated regularly. The page includes specific information on our communications, prevention measures, travel guidance, and additional resources. We encourage you to visit holidaytouch.com/corona-virus-info.

The CDC recommends that higher-risk and older adults stay home and avoid crowds as much as possible to reduce their risk of exposure to COVID-19. Stocking up on items and shopping less frequently are recommended. Our communities provide our residents with meals and snacks, beverages, and hand sanitizer and toilet paper. To reduce visits to public places, the following items are recommended by the CDC for you to stock up on:

- Prescriptions and over-the-counter medicines (fever-reducing and pain relievers)
- Personal care items
- Extra batteries
- Pet food and medicine



These items should be readily available for purchase on Amazon. If you have an account and need assistance ordering, please contact your Office Manager.

As always, and especially at this time, the health, safety, and well-being of our residents and associates are of greatest importance to us. We will continue to share information from the CDC and update you on any developments in our communities.

Sincerely,

Lilly Donohue
Chief Executive Officer