

October 22, 2020

Dear Resident,

The health and safety of those who live and work at our community is always our highest priority. In response to COVID-19, we implemented unprecedented safety protocols to keep each other safe. Our recent resident and associate surveys confirmed our Holiday safety protocols are effective. The surveys also gave us insight into the fatigue and desire for some pre-COVID normalcy. We are working to update our processes around dining, activities, transportation, and protocols. We will have more information for you shortly. We did want to share a few immediate changes. All communities will restore weekly housekeeping and linen service the week of October 19<sup>th</sup>.

When an associate, resident, or caregiver is being tested or if a positive case is confirmed, we will still require the individual to isolate in their apartment until they have recovered. Associates, caregivers, or vendors will not return to the community until recovered. Other services and benefits of the community will remain available, subject to local health department guidelines.

- The dining room will remain open and subject to any current capacity limits unless there are more than three positive active COVID-19 cases associated with the community. Of course, for residents that do not feel safe taking their meals in the dining room, we will have meal delivery available.
- Other community amenities, such as transportation and socially distanced activities, will remain open.
- Importantly, visits from family and friends will remain permitted subject to screening.
  - We will no longer deny entry for those traveling by air or from out of state, unless required by state ordinance.
  - We have also removed any quarantine period associated with international travel.

We will continue to be transparent about any infections in the community, we are one of the very few senior living companies that publicly post our infection rates in real time, so you can make informed decisions.

In order to do this safely, we need your help. Keeping each other safe means wearing your mask, isolating when you are not feeling well, maintaining social distancing and avoiding large groups, and of course washing your hands frequently. Let us know if you see a team member or visitor not following these guidelines, as we need to protect each other. If you decide to leave the community, please ensure you screen at the front desk upon your return. This is a requirement of all residents, associates, and visitors.

We are so thankful to have each other during these times. The safety and well-being of our residents and associates is our priority. The longer this pandemic goes on without a vaccine, the more important it becomes for us to lean on the strength of our community to promote not just physical, but also mental and spiritual well-being. If you would like to discuss our protocols or services, I am available any time.

Yours respectfully,

General Manager