



April 3, 2020

Dear Resident and Family,

Due to the current increase in COVID-19 cases within our country, we are taking additional measures to protect you and our associates during this pandemic. Please know that we understand how difficult these additional restrictions are for you. We're working as hard as we can to support you, find new and creative ways to entertain you, and make you feel connected. Our number one priority is the safety of our residents and associates.

With 38 states now enacting some form of shelter in place order, we believe restricting contact is essential to support the national fight against COVID-19. While there may be some areas that have a low rate of infection, it is even more important in these locations to take steps to keep your communities safe. These additional measures are in accordance with various local, state, and federal orders that extend through at least April 30th.

Effective immediately, the following measures will take place:

- All residents will be asked to isolate in their apartment until otherwise notified.
- All gatherings are prohibited. Group activities of any size will no longer take place.
- All meals will continue to be provided to each resident's apartment three times per day (including snacks).
 - Everything will be in disposable packaging to make it easy.
 - We will pick up the trash each day after dinner is served.
- All non-essential visitors will continue to be denied access to the building.
 - Only essential healthcare providers will be allowed access.
- Bus service will be available for residents only for life-sustaining treatments such as dialysis, chemotherapy and radiation treatment.
- All mail will be delivered to apartments once a day.
- Residents will receive on-going communication regarding the status of the building.
- If a case of COVID-19 is confirmed, we will transition the front desk phone to our Community Support Center in the Holiday offices. This will allow your questions and needs to receive the attention they deserve, while freeing up the staff in the building to support the additional workload due to the increase in safety and security measures.

Please note that this letter is being distributed to family members via email so that all are informed of the visitor restrictions. Please contact the office with any questions or concerns.

General Manager