

March 13, 2020

Dear Residents, Team Members, Family and Friends;

As we continue to hear breaking news regarding COVID-19, we want to keep you fully updated about our safety precautions. Federal and state agencies have begun to add more stringent orders and protocols around visiting senior living communities, and we have elected to update our protocol in the interest of protecting residents and team members.

**Effective immediately, we are prohibiting all visitors to our communities except for essential visits. These include:**

- **Our team members**
- **Private caregivers**
- **Outside healthcare providers (necessary skilled nursing or therapy groups)**
- **Family members of residents who are on Hospice or end of life care**
- **Deliveries of essential goods and services**

The individuals who meet this criteria will need to go through our screening for symptoms and travel (now including any international travel), before being permitted to enter the community. We know this is an emotional hardship for our residents and family members. We encourage you to communicate by phone, FaceTime, or Skype, to continue to interact with and comfort your loved ones.

We are meeting daily and continue to have our COVID-19 response team available for any questions or concerns and will continue to update you as new information comes out. We appreciate your support and cooperation during this challenging time.

Rebecca Townsend

Chief Operating Officer

Lorie Dancy, MSN, RN, CRNP

SVP of Wellness/Chief Compliance Officer