



*Capable hands. Welcoming hearts.*

March 4, 2020

Dear Residents, Families and Friends:

We are committed to protecting the safety and well-being of our residents, their families, our guests and our employees. As concerns grow over the potential for spread of the novel coronavirus ("COVID-19") within the United States we want to assure you we are monitoring the situation closely and preparing for its potential impact.

Our priority with any communicable disease, including the seasonal flu which we deal with every year, is to prevent the virus from being introduced within the community. This is important with COVID-19 due to the lack of vaccination protection and its impact on seniors. We will continue to implement infection prevention and control policies within our communities and will update them as needed to comply with any new recommendations of the CDC, regulators and other health organizations. We have also implemented additional education and training resources on the CDC and other regulator's infection control guidance for COVID-19, including reminding staff of the proper use of personal protective equipment.

Due to the current spread of COVID-19 outside of China, we are updating our visitation policies and signage. At present, we are requesting visitors who have traveled outside of the United States within the past 30 days to not have direct contact with residents. This is in addition to our current policies which restrict visitation for individuals experiencing cold and flu like symptoms. We understand this will be disappointing and potentially disruptive to residents and their families; however, the safety of our residents is our number one priority. We are committed to working with impacted individuals to explore alternative means of communication during this time. We expect there to be more changes to these policies as the situation unfolds. We are also seeking information from our communities on any resident travel outside the United States within the past 30 days and will discuss this situation with the applicable resident and his or her health care professional. We would not implement mandatory restrictions on these residents unless recommended by a local, state or federal public health official; however, we do think it prudent to work with residents and their health care professionals in this situation to identify voluntary and appropriate precautions in light of their individualized situations.

We are also asking all staff members to notify us of any planned travel outside the United States as well as any international travel within the past 30 days. This policy



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also applies to any individual contractor or vendor representative who comes on-site. To the extent a staff member, contractor or vendor has traveled outside the country within the past 30 days we will work with our legal counsel in the specific state to identify the best course of action.

Our communities provide a wide variety of activities on a daily basis and our residents frequently participate in activities outside our communities. We are closely monitoring our activities schedule within the communities, including activities involving local community groups. As the situation unfolds, we may choose to limit certain activities. We are also advising family members of the risk large gatherings outside the community may pose to our residents.

Even with aggressive precautions, it is possible an outbreak may still occur if we see the virus spread within the United States. It is also possible that even if we keep the virus outside of our communities, our resources may be impacted by an outbreak, including staffing and supplies. We have implemented a variety of measures to be prepared for these possibilities. We are continually assessing our supply capacity. We have identified high-demand items if COVID-19 continues to spread. We are working with our suppliers and purchasing organizations to identify and assess critical needs, current inventory levels and alternative vendors. We are assessing how our staffing levels could be impacted by a COVID-19 outbreak and making plans to respond to staffing shortages. We are also reaching out to the local provider community, including hospitals, physician groups, home health agencies and first responders to collaborate on emergency preparedness efforts. As the situation unfolds, we will work closely with local, state and federal health officials and regulators.

We value the trust you place in us. We are committed to providing you with timely updates as information changes. In the meantime, please do not hesitate to reach out to your Community's leadership should you have any questions or wish to discuss these or other preparedness efforts.

Sincerely,

A handwritten signature in black ink that reads "Josh Stevens". The signature is written in a cursive style with a large, stylized "J" and "S".

Josh Stevens  
Cedarhurst Living, President/Co-Founder