



March 12, 2020

Dear Team Members,

First I wanted to thank you for all the extraordinary work that has gone on at the centers. This has been a difficult couple of weeks and there is still a lot of work to be done. However, it is times like this that we realize how important our roles are in making a difference in people's lives.

The COVID-19 outbreak is real, but with proper handwashing, the wearing of personal protective equipment, and using good infection control practices we can keep each other safe. The mortality rate for people's infected with COVID-19 over 80 is 21.9% as estimated by the World Health Organization.

I want to let you know that CMS and the CDC have both recommended discouraging and prohibiting visitors. This is important because many people may never exhibit symptoms yet they may be carrying the COVID-19 virus. It is the number one way to ensure we keep our residents safe. At each facility we are establishing a clean room in case there is a situation that warrants a person needing to see a visitor. We will clean the room once the visit is over and then increase monitoring of the resident. All visitors to the facility will need to fill out a screening form and have their temperature taken, this gives us the best chance to ensure someone is healthy prior to them going in to patient care areas. We will be diligent in ensuring that residents and visitors adhere to handwashing schedules.

Our residents are in the highest risk group. Studies have shown that implementing these strict precautions will slow the spread of the virus. As you may have noticed schools, sporting events and other large events have followed suit and are limiting, restricting, or cancelling events. All with the same goal to limit and slow the spread of the virus.

Finally, please remember with the restricted visits let's do everything we can to keep our residents spirits lifted and ensure we are keeping them healthy both physically and mentally.

Thank-you for everything you do and for continuing to live our Mission of enhancing the life of each individual we touch by exceeding expectations through compassion and love.

We will get through this and be a better organization because of it. Continue to be Exceptional.

Warmest Regards,

Tom Watts  
President & CEO

Marc Hurst  
Executive Vice President & COO