



March 10, 2020

To Our Residents, Families and Visitors,

We appreciate the trust and confidence placed in us to deliver quality care and services to our residents. Given the current environment, it is especially important for all of us to take extra steps to promote the health and safety of our residents, associates and community. This is why I want to personally update you on the steps we have taken, and continue to take, to mitigate the risk of exposure to COVID-19 in our communities.

At this time, we do not have any known cases of COVID-19 in our communities. Our communities have effective infection control policies and procedures in place, and we are reinforcing those policies and procedures with all community staff and residents, with a focus on prevention:

- We are reminding all residents and associates to clean or sanitize their hands frequently, keep surfaces clean, and exercise cough etiquette.
- We are following guidance from the Centers for Disease Control and Prevention (CDC), as well as local state agencies and health authorities.
- We are working closely with our vendors and suppliers to make sure they follow safety guidelines.

As this is a rapidly evolving situation, we have identified additional measures to enhance the health and safety of our communities. While we understand visitors and guests are an important part of our residents' lives, we may need to temporarily place limitations around visits, including restricting visitors and designating special visitation spaces to further minimize the chance of exposure. With our primary focus on preventing the virus from entering the community, we are asking family members, visitors, guests and other third parties to refrain from entering our communities if they:

- Have any symptoms of respiratory illness, including cough, fever, sore throat, runny nose, and/or shortness of breath;
- Have been diagnosed with or exposed to anyone diagnosed with COVID-19;
- Have reason to believe they, someone in their household, or someone they have close contact with has been exposed to COVID-19; and/or
- Have traveled or anyone in their household has traveled abroad in the last 14 days.



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We additionally ask that you limit your visits to our communities, especially if you are in a high-risk area as identified by your local public health department or state. Please consider ongoing communication with your loved ones through phone, email, Skype, or other remote methods instead.

If you do visit, we will ask that you:

- Disclose as part of your sign-in experience whether you or anyone in your household has traveled internationally in the last 14 days.
- Wash your hands before entering the main living space of the community and use hand sanitizers readily available in the community during your visit.
- Keep a safe distance and avoid close personal contact.
- Visit your loved one in our designated visitation area. Please contact the community if you need to request an exception for a resident who is unable to leave his/her unit.

Thank you for your continued trust in us. We appreciate your understanding and cooperation as we work to support the health and wellness of our residents and associates. Our teams will continue to provide updates as needed. We remain focused on our company mission by dedicating ourselves to enriching the lives of the individuals who live and work with us by responding to their unique needs and universal desire for dignity and respect.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kai Hsiao', with a long horizontal flourish extending to the right.

Kai Hsiao, CEO

Eclipse Senior Living