



## COVID-19 UPDATE: MAY 19, 2020

We appreciate the trust and confidence you continue to place in us to deliver quality care and services to our residents. During the time of this global pandemic, it is especially important for all of us to take extra steps to promote the health and safety of our residents, associates, and community.

Our teams of associates across all Elmcroft Senior Living and Embark Senior Living communities have been executing prevention and infection control protocols, and they are prepared and committed to continuing to provide excellent care and services to our residents. We also go to great lengths to ensure our communities are prepared with appropriate personal protective equipment (PPE). Beginning this week, we are taking the additional preventive measure of testing all our associates for COVID-19. We have partnered with reputable companies, including Mayo Clinic Laboratories, and arranged to purchase test kits and have them delivered to our communities. We will have trained nurses administer the tests in our communities, and have reputable labs process the test specimen to determine results.

We are making this investment because the health, safety, and welfare of our associates and our residents are critical. Testing our associates is an important step in protecting the health of not only our associates, but also our residents – the most vulnerable population. Our associates have the most outside contact of anyone in our communities. We screen associates prior to each shift, but given that an individual can have the virus prior to exhibiting symptoms, it is a priority to test associates to determine if they have the virus, and keep them out of the community if they do. This is an important step in the ongoing mitigation of the virus in our communities. We expect to test all associates by early June, and we will report results to residents and families for each community individually.

In addition, some states are providing COVID-19 testing for residents in senior living communities. We gladly participate in and help coordinate those opportunities any time they are presented. We keep up with the evolving requirements and recommendations coming from the federal, state, and county authorities across the country, and we see more states initiating these testing programs each week.

In our ongoing efforts to mitigate the spread of this virus, we are also now asking all residents to wear face masks when going outside of their apartments or interacting with others. We realize this is another restriction, but it is in accordance with recommendations from the Centers for Disease Control and Prevention (CDC) for source control, and it is in the best interest of the health of our residents and associates.

We thank you for your patience with the temporary restrictions in our communities, and we look forward to progressing through re-opening protocols, as it becomes safe to do so. Restrictions will typically remain in place until each county or state advances into phase three of opening plans. Because seniors are in a high-risk category for COVID-19, restrictions in senior living communities are typically not relaxed until phase 3 of the federal, state, and county openings. Please know that restrictions are in place for the health and safety of our residents and associates, and our associates continue to be very creative, ensuring we keep residents socially engaged, while physically distanced. We had so many beautiful Mother's Day celebrations, and we hope you enjoy some of the photos at the bottom of this letter. We also have tablets at all of our communities for the purpose of facilitating video chats between

residents and loved ones. They have been very much enjoyed, and we encourage you to call your community to schedule a virtual visit.

All our associates at Elmcroft and Embark communities continue to go above and beyond with their commitment, passion, and dedication to caring for our residents every day. We are so appreciative for each one of our heroes.

Our mission remains the same as it's always been: to enrich the lives of those who live and work with us. This mission continues to guide our decisions as we work to mitigate the spread of the virus, protect our residents and associates, and provide compassionate care and services.

