

Dear Residents, Families and all our Friends:

We are grateful that all our communities have received both doses of vaccine while new residents will be given the vaccine ahead of a move-in. The anniversary of the public health emergency is fast approaching and while this has been the most difficult year seniors have been forced to endure since World War II, we are proud to report that other than an outbreak in one of our four memory care units during the first wave, our communities have kept residents Covid-19 free throughout this ordeal. This is a time of transition. As we emerge from a year-long pandemic that reached every corner of the globe, we are deeply humbled, fatigued but forever changed. Despite unbridled optimism and hope for a swift return to normalcy, it is our responsibility to remain vigilant and continue to do the things we have been doing to keep residents safe and healthy. The vaccine significantly reduces the risk that staff could transmit coronavirus or that a resident could develop a serious illness related to COVID-19 but, at this date and for some months to come, there is a daily rate of infection that poses a moderate risk that a person could carry COVID-19 into a community. Despite the optimism, our mission continues to be the safety of residents and good health of residents and staff. Restrictions will be eased slowly and methodically.

Our immediate goal is to reduce restrictions so that families have almost unrestricted access to a loved-one. It is important in view of our staff that residents and their families have quality interactions. We will continue to adhere to CDC guidelines and state directives that may or may not include the weekly testing and we promise that as the daily case count drop, we will ease restrictions in lock-step. In looking back over the past year, we are proud to report that other

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than in the first month of the pandemic and during a brief time in the early winter, our communities never isolated residents in their apartments. We continued to promote safe and therapeutic activities including exercise which portends to a much easier transition to normalcy.

Some ask, what is your state of preparedness should the State experiences a resurgence? The answer is, we have had a year of experience learning about a novel virus not even the experts had a clue about last March, have implemented the most comprehensive policies and procedures in the industry to guide our decision-making, have a significant stockpile of personal protective equipment, a working relationship with testing companies and residents are now vaccinated. While we will continue to study data about transmissions and hospitalizations, question staff, trace contacts, ensure that all staff appropriately self-manages risk of transmission while outside the community and we will continue to surveil staff and residents for signs of illness, over the next weeks and months as data dictates, we expect to discontinue testing except where there is probable cause that an infection occurred, discontinue questioning and temping, and remove restrictions on visitations. Then, a few months out, we will remove masks and distance restrictions, giving the community back to residents and families where it belongs. We thank everyone for helping us get through the last year.

Yours Truly:

A handwritten signature in black ink that reads "Robert E. Kelley". The signature is written in a cursive, flowing style.

Chief Operating Officer