

Dear Residents, Families and all our Friends:

We are giving thanks for being blessed to have corona-free communities at this time. Despite a summer of good trends related to coronavirus, with impacts from the virus continuing to retreat, we are entering a period of uncertainty with seasonal changes coming fast. We assure you all that we will be very prepared should there be any form of upward trend in coronavirus cases this winter. Our mission continues to be the safety of residents and good health of residents and staff.

This summer has seen a return of near normal at our communities, although for the protection of residents and staff, we have remained vigilant to prevent coronavirus from entering the communities. In fact, in response to state mandated testing, the communities have subjected staff to a multi-test regime over a three-week cycle, and can report that we achieved an all-negative test result such that we are no longer required to test. Despite our corona-free status, we continue to follow guidelines imposed by the CDC and the state; such as using masks inside the communities, restricting visits, disinfecting extensively and maintaining social distances. While not completely optimal, residents have been very cooperative and seem to be more relaxed than in the spring. Most importantly, we are reuniting families in creative ways and our staff is very motivated to provide excellent service to overcome any inconveniences posed by the pandemic.

Over these next few months, we will be stocking up on personal protective equipment, establishing a working relationship with a testing company and reviewing our performance in the wake of the pandemic so we are very prepared should we need to be.

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We will continue to study data about transmissions and hospitalizations affecting towns around us, continue to question staff, tracing their contacts, ensuring that all staff appropriately self-manages risk of transmission while outside the communities and we will continue to surveil staff and residents for signs of illness. We have learned so much since the crisis began back in March. Thankfully, resident to resident transmission risk has been quite low while staff as frontline workers that go home to families, do pose an elevated risk. However, the presence of rapid testing technology will make a big difference should the virus return.

Again, we feel blessed to have been able to so vigorously defend our most vulnerable seniors from the impacts of coronavirus as there is no better calling than fighting to safeguard our residents. We are very proud and sanguine to have come through the initial stages of the pandemic wiser and more compassionate and we should all look forward to the day when the new normal is the old normal. In the meantime, we ask for your patience and understanding but if you have suggestions or complaints, feel free to contact us and we will sit down and discuss how we can best meet the needs of you or a loved one.

Yours Truly:

A handwritten signature in black ink that reads "Robert E. Kelley". The signature is written in a cursive style with a large, prominent "R" and "K".

Chief Operating Officer