



March 6, 2020

Dear Resident and Family Members,

We want to provide you information on our current plans regarding our efforts to limit the potential exposure to and spread of COVID-19 and our ongoing planning efforts in the event that the coronavirus outbreak in the U.S. impacts our communities.

As you know, there are almost hourly developments in the detection of COVID-19, commonly referred to as coronavirus. We are committed to monitoring these developments and making prudent decisions based on the information available to us at any given time – in collaboration with the Centers for Disease Control and Prevention (CDC), and local and state health departments.

We understand the overall spread of coronavirus is extremely stressful, and we want to reiterate that our top priority is the health and safety of our residents and team members. At present, Spectrum communities are not directly impacted.

However, we serve a vulnerable population and we have enhanced our existing protocols and precautionary measures that include best practices for cleaning, illness monitoring as well as containment of viruses.

We have implemented guidelines to limit any non-essential visitors, and to turn away visitors who may be sick or those who've reported visiting impacted areas within the past fourteen days. This includes those who support our entertainment and programming within our communities.

Moving forward, we ask that residents alert us and their doctors immediately if they are experiencing symptoms so we can take appropriate action and provide assistance, particularly if residents have a fever, cough or difficulty breathing. We are also asking all visitors to complete the CDC recommended health questionnaire. We are asking for your help to keep our residents and your loved ones safe.

We are in this difficult situation together, and we all should act in an abundance of caution. We continue to encourage our community members to adhere to the advice of health professionals: wash your hands frequently, avoid touching your face, inform our staff and your doctor when you are sick, and stay in your room or residence if you are feeling ill.

Our management team is meeting regularly regarding this dynamic issue, and we will continue to provide important updates. It is important to know that we have prepared for episodes of infectious diseases and illnesses that spread easily and have protocols in place that prioritizes our community members' health and wellness. If you have further questions or concerns, please reach out to the community's Executive Director.

Sincerely,

A handwritten signature in black ink, appearing to read "Brad", followed by a horizontal line that extends to the right.

Bradley Kraus  
President & Chief Operating Officer