



July 11, 2020

Dear Residents and Family Members,

At the very beginning of the COVID-19 pandemic, we made a commitment to keep you informed about the impact of the coronavirus on our residents, team members, and communities.

We remain committed to maintaining the integrity of our environment and striving to protect the health and safety of residents and team members as well as sharing information with you regarding the COVID-19 situation and all of the precautionary measures enacted to minimize spread of the virus in our communities.

The significant resurgence of the coronavirus within many states and cities over the last several weeks has dramatically impacted our planning for a phased reopening of communities. As referenced in our July 1, 2020 communication, it is important that we move forward thoughtfully, carefully, and safely.

We are diligently working on revisions to our phased reopening plan while being very aware of the ever-changing landscape we are faced with. It is our hope to be able to provide you with more specific information within the coming weeks.

We've been through a lot together these past four months, and while it isn't over yet, remaining united is our best asset as we move forward. Our success to date has been the result of a conservative and thoughtful approach. We will not deviate from this philosophy now.

This has been a period of challenges, of awakening and reflection resulting in a stronger sense of unity among residents and team members. I personally cannot thank you enough for your patience and understanding over the course of the last few months.

If you have further questions or concerns, always feel free to reach out to your community's Executive Director or you may leave a message on the Spectrum COVID-19 hotline at **855-758-7010**.

Sincerely,

A handwritten signature in black ink, appearing to read "Bradley Kraus".

Bradley Kraus
President & Chief Operating Officer

