



March 30, 2020

As the novel coronavirus spreads, the environment in which we are operating is ever-changing. We continue to follow guidance provided by the CDC and federal, state, and local regulatory bodies. We are also working closely with state and local health officials to prevent the spread of the virus and procure necessary resources.

As we face this global pandemic head-on, we are continuing to operate in an abundance of caution and taking proactive measures to keep you and your loved ones safe. Our number one priority is – and will remain – the health and well-being of our residents and team members. To keep you apprised of our efforts, please see below.

- State and local *Shelter-in-Place* guidelines and official orders were sent directly to residents and family members.
- All staff are wearing face masks during shifts. *This does not mean that these team members are positive; this is a proactive approach to ensure we limit the spread of the virus through air droplets.*
- Our team has been in direct communication with local and state public health authorities and the CDC. These conversations are to ensure we are equipped with the resources we need and are following suggested guidelines.
- Communal areas within the community have remained closed and furniture has been removed to prevent congregation. *Again, we cannot stress enough how important it is for you and your loved one to practice appropriate social distancing and shelter-in-place.*
- For our assisted-living and memory care residents, we are providing twice-daily temperature checks. Team members are checked upon entry to the building and during their shifts.
- We continue to maintain a **No Visitors** policy and have rigorously followed the CDC screening for any essential visitors.
- We have communicated directly with the office of the United States Postal Service and followed their recommended guidelines to assist in the delivery of mail while maintaining the safety of our residents and team members.
- In addition to those showing COVID symptoms, we have protocols in place to precautionarily isolate any resident that shows any signs of illness, whether or not COVID related, such as diarrhea or runny nose.
- We are continually working to deep-clean and sanitize our communities.
- In an abundance of caution, we have team members and care providers that we have asked to self-isolate because they had unprotected exposure to individual who have tested positive. We are working with various agencies and recruiting new team members to ensure we have the necessary human resources to accommodate the operations of our communities.
- Our community iPads have been equipped with Skype to facilitate telemedicine appointments, as well as to connect with family and friends outside of the community.
- To maintain and protect our community environment, we have cautioned residents that should they leave the community voluntarily for any non-medically necessary reason or qualifying essential task, the resident may not be allowed re-entry into the community.



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This is an overwhelming time for our world, our nation, and our communities. We will continue to communicate with you and your family as information becomes available. Please refer to previous communications for additional information: <https://spectrumretirement.com/covid-19-information/>, or call 855-758-7010.

If you have further questions or concerns, please reach out to the community's Executive Director.

Sincerely,

Bradley Kraus
President & Chief Operating Officer