



March 19, 2020

The information regarding COVID-19 is rapidly changing. We have continued to stay on top of the latest information from local and national health authorities to assure we are addressing the coronavirus appropriately within our established protocols.

The focus of this update is to inform you of the changes we are making to day-to-day operations as we continue efforts to limit the impact of the virus within our communities.

Our responsibility is to be proactive and act in a precautionary manner to prevent COVID-19 from entering our communities by following all guidance from federal, state and local health care authorities. In cooperation with recently released restrictions, we have made additional efforts to limit the exposure of COVID-19 to our residents and staff. Please see the below restrictions effective as of today, March 19:

- **No Beauty Salon Service**
 - We are suspending all beautician services within our communities based on guidance from the CDC and federal, state, and local health care agencies. We understand the impact on our residents, but our first priority must be the safety of our community.
- **No New Move-Ins**
 - Regulatory bodies have declared states of emergency and asked that senior living communities like ours limit exposure to our vulnerable population by suspending all move-ins. The move-in process potentially exposes our residents and staff to new non-essential individuals and possible exposure to the virus. Given this restriction, we cannot have new occupants, their family members and movers or other vendors enter our community until these precautions are lifted.

The health and wellness of our residents and team members is our top priority. We will continue to release communications regarding our updated protocols and precautionary measures. 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,

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

Bradley Kraus
President & Chief Operating Officer

