



April 13, 2020

The very nature of the news and information about the Coronavirus is changing rapidly, and as an organization, we are working hard to stay on top of those changes. As information changes, we are adapting.

One such adaptation is our decision to move from “social distancing” to “physical distancing.” It is critically important for you to practice physically distancing while staying socially connected. This means we always keep a six-foot distance from other individuals.

You will continue to see and hear references to “social distancing” in the news, but we believe in the importance of remaining socially connected – whether by phone, Facetime, or whatever way you can. We need each other now more than ever before.

Our extremely creative team members are continuing to identify as many programs as possible to help fill resident days. Each community has been sharing videos and photos of the unique and creative things happening — from happy hour beverages and treats delivered by team members in costumes, to residents sewing masks for donations, to concerts in the courtyard with residents standing on their balconies. These creative activities are done with our residents in mind.

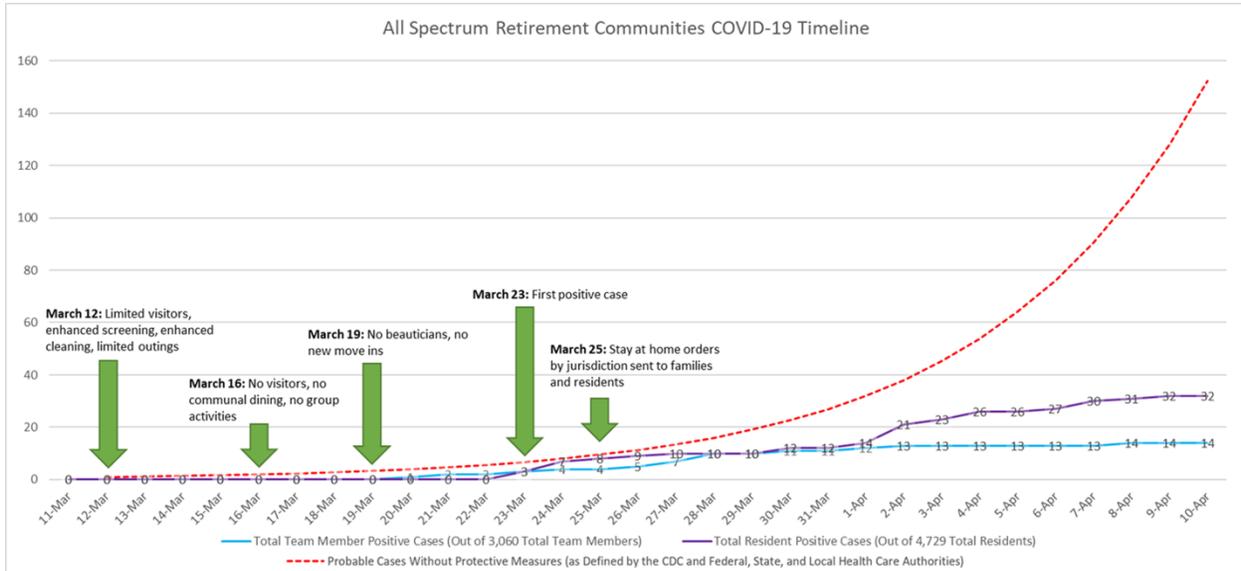
We have heard many questions about the use of face masks. Currently, state and local health authorities are requiring healthcare employees to wear face masks. N95 respirator masks, along with other protective equipment, are worn when team members are caring for or providing services in the apartment of individuals with a confirmed or suspected COVID-19 case. In situations where residents are not in isolation, medical masks are being used.

Our teams continue to work diligently and tirelessly to limit the spread of coronavirus within our communities. These “teams” are more than just our team members – they include our residents, neighbors, families, care providers, first responders, and our vendors. We are grateful for everyone’s cooperation, as we have been successful in our efforts to minimize the impact of COVID-19 on our communities.

Even with our proactive approach and updated operational protocols in place, we have not been immune. Residents, families, and team members of COVID-19 impacted communities have been made aware of the positive cases, and we have appropriately reported this information to state health agencies and the CDC. We are taking all necessary actions to keep residents and team members as safe as possible.

One of our strategies has been mapping our interventions and positive cases to determine which efforts have made a significant difference in a reduction or leveling off of positive cases. After trending our data over the last several weeks, we feel it’s valuable for you to visually see the efficacy of our interventions.

This data is on an aggregate level for all 48 communities across 10 states. Please note that minimal communities have been impacted, less than .6% of residents and team members combined.



Transparency with residents and family members is important to us, so going forward we will release these static snapshots of total cases across all Spectrum communities by residents and team members on a weekly basis.

For additional information, please refer to previous communications: spectrumretirement.com/covid-19-information/, or leave a message on our 24/7 Spectrum COVID-19 Hotline at **855-758-7010**. If you have further questions or concerns, please reach out to the community’s Executive Director.

This virus presents what can seem like daunting challenges. Side by side, six feet apart...we will emerge a bit wiser, more connected and significantly stronger by working together.

Sincerely,



Bradley Kraus
President & Chief Operating Officer