



April 21, 2020

Dear Residents and Family Members –

The coronavirus has certainly changed the way we go about our daily lives and continues to be at the forefront of many of the decisions we make. During the pandemic, it is truly heartwarming watching how medical professionals are being recognized as real-life superheroes caring for individuals and battling the virus on the frontlines in hospitals and health care centers across our country. There are many recovery stories, at our communities and elsewhere, for which we are grateful.

We understand that the current situation creates concern and anxiety and receiving notice of a case of COVID-19 close to home brings up lots of question. We get it.

It is important for you to know that we continue to operate fluidly and in accordance with the most recent guidance provided by the CDC and federal, state, and local regulatory authorities. We have not waived on our commitment that our number one priority is the safety of our residents and team members.

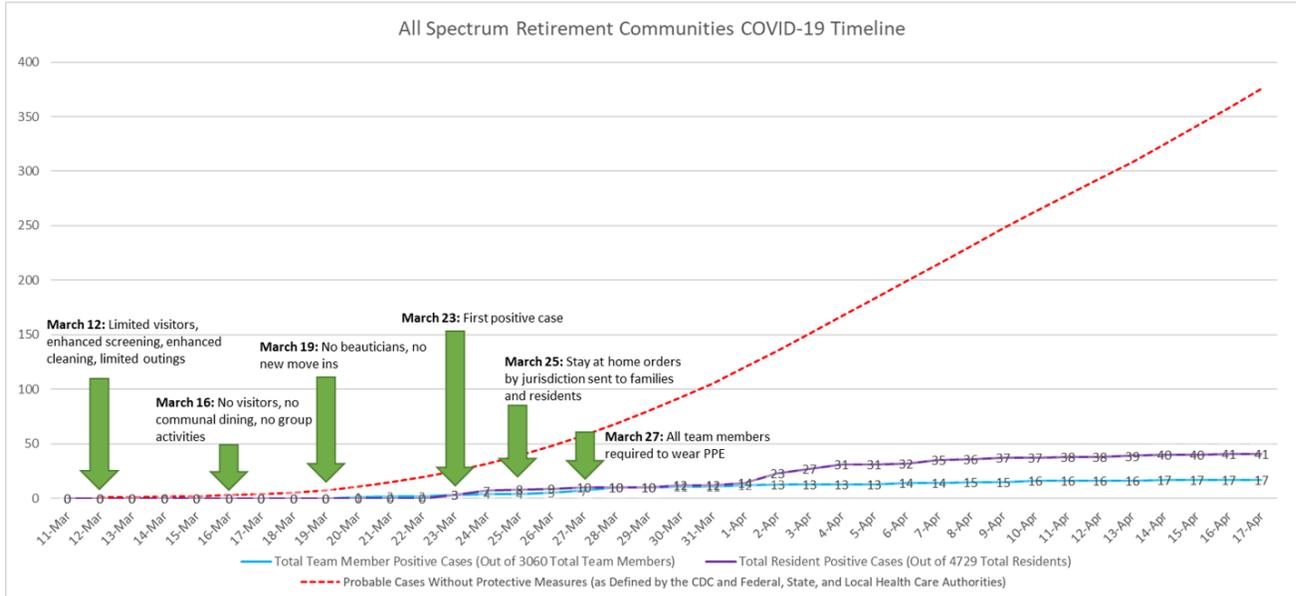
As the recommendation to physically distance ourselves continues, we understand how important it is for residents to remain engaged, active, and hopeful. We have made this a focus within each community in order to maintain a level of normalcy for residents. Our programs have continued as much as feasibly possible, even despite this pandemic, including hallway bingo, outdoor exercise, and social interactions through virtual settings. The Easter and Passover holidays brought an abundance of happiness through team member efforts and delicious feasts, as well as community donations of music and song, flowers, and baskets of goodies. The festivities may have been redefined, but the message of the holidays remained true.

Our teams continue to show that they are frontline heroes by working tirelessly to limit the spread of coronavirus within our communities. We currently have an adequate supply of personal protective equipment, and we are successfully mitigating the number of impacted residents and team members with extensive training, professional cleaning services, staying nimble with implementing new protocols, and enhanced protective measures across the board.

Following the release of our total count of cases across all Spectrum communities last week, we were humbled by the responses from residents and families regarding the transparency – and comfort – this data provided. While we wish we could completely prevent the virus from impacting our communities, that simply isn't a feasible reality. We strive to incorporate every proactive measure possible, and we will continue to do so for as long as is necessary.

Below is an updated chart of our interventions and positive cases to date. As a reminder, this data is on an aggregate level for all 48 communities across 10 states. Please note that minimal communities have been impacted, only 0.7% of residents and team members combined.





Our team members continue to work diligently to maintain the integrity and safety of our environment, and we will continue to share information with you as it becomes available.

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, always feel free to reach out to your community’s Executive Director.

We tend to think we cannot make drastic changes in our lives, whether because of social conditioning or others’ opinions, but we are capable of more than we are often aware. We can make changes where we need to; we should never hesitate to rewrite the story. We have the choice as to how we will react to challenging situations in life. Let us choose to learn from the lesson and grow from it, to keep going even when it seems hard because we are better for it on the other side.

We appreciate your feedback, strength, and trust during this unprecedented time. Together, we will continue to fight this virus and remain #SpectrumStrong. Side by side, six feet apart.

Sincerely,



Bradley Kraus
President & Chief Operating Officer