

March 13, 2020

Dear Families, Residents and Associates,

Holbrook Life's Coronavirus (COVID-19) Preparedness and Response Team has been closely monitoring the quickly evolving information and news regarding the spread of COVID-19. The COVID-19 situation is fluid, and changes occur daily, if not hourly.

Our number one priority has been helping to protect our residents and associates from infection and transmission of COVID-19 and for several weeks we have taken preventative actions to maintain an environment free from the spread of the coronavirus. We moved swiftly to implement additional interventions and resources on top of existing plans and infection control protocols related to preventing the spread of communicable diseases. We have had quarantine protocols for the general flu virus and other communicable diseases for decades. We have "tightened" these guidelines given the rapid spread of the disease and the speculation that it is "airborne".

We believe that given the rapid spread of the coronavirus throughout the US and recommendations from the CDC and State & local health departments, the need to promote social distancing is prudent and necessary.

Effective Thursday, March 12, 2020 at 11:59PM it became necessary to further restrict non-essential access to our communities. Our new company protocols and actions are as follows:

- **VISITORS:** We will suspend visits for all individuals except:
 - Medically necessary visits from healthcare professionals/workers
 - Family member for a resident on hospice experiencing an active end-of-life situation
 - Limited to one family member at a time
 - Emergency medical and public safety personnel
- **SCREENING:** All permitted visitors must comply with screening questionnaire, including temperature check or unfortunately we regret we cannot allow access into our communities.
 - We will ask Emergency medical and public safety personnel to wear masks upon entering the Community as their visits are essential to the health and wellbeing of our residents.
- **DELIVERIES:** Delivery services to residents should be made to the front door between business hours. The Community will transport packages to residents' apartments.
 - If you notice any packages left outside of the building, please bring to the front desk so that they may be delivered to the appropriate recipient.
- **RESIDENTS:** We have strongly encouraged residents to not leave the Community for non-essential reasons.
- **ASSOCIATES:** We have implemented strict guideline for associate screening and movement while outside the building.

We didn't make this decision lightly and took a variety of factors into consideration. While there are no known cases of Coronavirus in any of our communities, we're taking this action in a proactive effort to safeguard the health and safety of our residents and staff.

In an abundance of concern, this morning we worked closely with a local public health Deputy to address current parameters in which an associate may return to work if they or their immediate family member are ill. These parameters meet CDC recommendations. The updated parameters are as followed:

RETURN TO WORK

- Associates or associates with immediate family members that are asked to isolate or quarantine by medical professional or public health official as a result of exposure to **COVID-19** or who have been given a **COVID-19** diagnosis may return to work on or after the date that the isolation and quarantine is lifted by a medical professional or public health official.
- Associates or associates with immediate family members that have **vomiting, or diarrhea** will be excluded from work and may return to work after they are symptom free for at least 72 hours.
- Associates or associates with immediate family members that have **fever, cough, congestion, or sore throat** that is not related by diagnosis to any other communicable disease may return to work upon medical professional's written release to work. This means that you have visited a medical professional and they have diagnosed you with hay fever, allergy, sinusitis, or other non-communicable illnesses.
- Associates or associates with immediate family members that have **fever, cough, congestion, or sore throat** may return to work after they are symptom free for at least 72 hours.

Please keep in mind as the CDC and/or State or local public health officials issue updates and more information during the current COVID-19 season, the above parameters may change. Under the guidance of a medical professional we reserve the right to extend the above parameters based on any scenario that may cause a risk to our Community.

These restrictions will remain in effect until further notice. With guidance provided by the CDC and other state and local officials we will continue to monitor the situation closely.

We will continue to provide the "best of class" hospitality and care services with the goal of "stimulating life"! As we ride this "season" together, a positive spirit sprinkled with some humor will go a long way.

Many Blessings and Hospitality Yours,

Al Holbrook and the Holbrook Team