



Dear Resident/ Family Member,

During this time, it is critical that we continue to communicate, with transparency, on what our communities have done **in preparation for a potential COVID-19 event** .

The health, safety, security and comfort of our residents and teams is our top priority. All of Century Park's communities are carefully following the rapidly changing Coronavirus/COVID-19 situation and have been acting upon recommendations by the Centers for Disease Control and Prevention (CDC) and local Health Departments and Regulatory Agencies. We have taken the following actions over the past few weeks:

- Conducting additional training with team members following CDC recommendations to prevent the spread of COVID-19, focusing on proper handwashing, housekeeping, and disinfecting
- Restricting any employee from working if he or she feels ill or has symptoms of a respiratory illness
- Conducting retraining on Standard Precautions policies and procedures in the event a resident or employee may show signs of illness
- Adhering to strict visitor restriction protocols
- Residents are being served all meals in their apartments
- Conducting health screenings, including temperature checks, on all staff members at the beginning of their shifts
- All staff have begun wearing masks for everyone's protection
- Established protocols for food, supplies, equipment, and prescriptions

We acknowledge that this can be a worrisome situation for our residents and their families. We are continuing to do everything we can, under the recommended protocols, to keep our residents' mental health in a good place. Our residents understand the steps we are having to take and support our efforts to keep them safe.

We are very confident in our food supplies (and food supply chain) across all of our communities. We are working very closely with our national food service provider, on a daily basis, to ensure no disruption for however long any quarantine may last.

All deliveries are being dropped at a designated place outside of our communities. They are then disinfected before they enter one of our communities.

We are following all recommended protocols and we are refraining from all group events at this time, including outings. We continue to make sure residents are fed healthy, delicious food in the privacy of their apartments.

Currently, only residents with symptoms would be of highest priority for testing and treatment, and all testing needs to be done in the hospital, not in our facilities. Federal

healthcare officials have stated we can anticipate tests will become available for everyone who might benefit from a COVID-19 test, in coming weeks.

The Century Park Support Center is meeting every day and communicating daily with each community. For any community that would confirm an actual case, we will have constant communication. Additionally, we have distributed checklists to all communities, and they have to turn in the checklist to the regional director of operations daily and weekly.

We appreciate your patience and continued support during this challenging time. While we are doing everything in our power to prevent and prepare; and following all guidelines by the CDC and local health departments, there is no playbook for this unprecedented crisis.

We remain in constant prayer for our residents and staff,

Sincerely,

A handwritten signature in blue ink that reads "Esmerelda M. Lee". The signature is written in a cursive style with a large, stylized initial 'E'.

Esmerelda Lee
Chief Operating Officer