



April 13, 2020

As we enter our seventh week of the COVID-19 crisis, we are incredibly grateful for the cooperation and patience of our residents and families, and the diligence and hard work of our team members. In our 30 years of experience as a senior living provider, COVID-19 has been unlike any challenge we have seen. However, our response has been swift, constantly evolving and is working.

To date, we are following more than 20 heightened protocols 24 hours a day at each of our communities including:

- Every team member and essential visitor undergoes a detailed screening upon arrival including a temperature check and interview
- Every team member is required to wear a face mask, and follow social distance guidelines at all times – when they're on site at our community and encouraged to do so when outside of the community
- Direct care team members wear full Personal Protection Equipment (PPE) including surgical mask, surgical gloves, gown and eye protection when it is necessary to be in close contact with a resident who is displaying symptoms.
- Team members' cell phones are disinfected upon arrival
- Handheld radios, tablets, laptops, keyboards, shared desks and cart handles are disinfected at the end of each shift, before being turned over to the next shift
- Only essential medical professionals are allowed as visitors
- We are actively monitoring all residents for signs and symptoms, and conducting daily temperature checks
- All common areas are sanitized daily using EPA-approved solutions and we adhere to NSF-approved dishwashing techniques
- We provide all our team members with on-going training on the latest CDC recommendations and PPE usage
- We are continuing to maintain self-isolation with residents staying in their individual apartments

Additionally, we have taken numerous other steps to ensure our residents and team members are well supported, safe and healthy, including:

- We have postponed move-ins in our Connections for Living memory care neighborhoods through April 30th.
- On April 16th, we are hosting a webinar for prospective residents and families to answer questions about COVID-19, and what we are doing to combat the virus.

- From the beginning of the crisis, we have procured more than 550,000 face masks, 30,000 disposable gowns and 6,000 hand sanitizers. We continue to monitor inventories and provide communities with necessary PPE.
- We have extended our HERO wage increase to all community team members through May 17th.

We appreciate your support and understanding as we continue to navigate the COVID-19 crisis. If you have any questions, please see your community's Executive Director. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read "MBardelmeier". The signature is fluid and cursive, with a long horizontal stroke at the end.

Michael Bardelmeier

Senior Vice President of Operations, MBK Senior Living