



April 2, 2020

Dear Residents, Families, and Team Members of MBK Senior Living Communities:

We are working diligently to navigate a difficult situation that is complicated by stringent but necessary protocols and social distancing. Your health and safety remains our priority.

From the beginning of the COVID-19 crisis we have taken direction from the CDC and local health agencies. We remain up-to-date and in compliance with all guidelines and protocols. Out of an abundance of caution, we are adding the following safeguards at all of our communities effective immediately:

- All residents are required to isolate in their individual apartments and are prohibited from accepting visitors unless it is required by an essential medical professional or a team member of the community.
- All residents are strongly discouraged from leaving or returning to our communities unless it is for an essential medical appointment.

We will also continue to follow the precautions that we already have in place, including:

- We have restricted all visitors to only essential care and operations team members.
- We are screening all essential care visitors when they enter the community for signs, symptoms and recording temperatures.
- We are screening all team members at the start of shift for signs, symptoms and recording temperatures.
- We are monitoring all residents for signs and symptoms, and will conduct daily temperature checks.
- We will continue to provide all meal service in individual residences to allow for proper social distancing and safety.
- We continue to sanitize all common areas daily using an EPA-approved sanitizing solutions, and utilize NSF-approved dishwashing techniques.
- All deliveries have been re-routed to loading docks to limit outside persons in our community common areas, while ensuring that our community is well stocked.
- Additional in-service training is being provided to all team members. Additionally, all team members are encouraged to stay home if they are feeling sick.

Caring for those with memory loss during a pandemic presents unique challenges. We are utilizing training techniques and technology to maintain proper social distancing and keep our residents safe and healthy. In addition to the precautions above, we have the following protections in place in our Connections for Living neighborhoods:

- We have assigned staff to work only in Connections for Living neighborhoods.
- We are using technology to connect loved ones with family members outside of the community.
- We are routinely disinfecting commonly touched surfaces, as well as sanitize all common areas daily.
- We are providing all meal service in small groups to allow for proper social distancing and safety.

We will continue to keep you updated as information is available. If you have any questions, please contact 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 prominent initial "M" and a long horizontal stroke at the end.

Michael Bardelmeier

Senior Vice President of Operations, MBK Senior Living