



April 30, 2020

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

During the COVID-19 crisis there have been a considerable number of unknowns and changing variables. However, one fact has been consistent throughout the crisis. Those most vulnerable to this virus are the seniors we are dedicated to serving. As this pandemic drags on, we remain resolute in our promise to provide residents the care and comfort they deserve, and be a resource to seniors and their families.

The COVID-19 virus has been a formidable challenge to the social and active lifestyle our residents know and love. While our number one priority has been to keep residents safe and healthy, it's been inspiring to see the number of unique ways our team members are also engaging, entertaining and connecting with residents.

- Strolling musicians in our courtyards and parking lots.
- Delivering herb and butterfly gardens to be tended to in individual apartments.
- Meticulously organizing book clubs, poker games, and even wine tastings to be held online.
- Coordinating vehicle parades to circle our communities that have included hundreds of cars filled with family members, local police, firemen, civic leaders and community partners.
- To care for residents most at risk for depression, we created an "adopt a grandparent" program, and have a wait list for volunteers interested in reaching out and supporting residents.

While we're all eager to get back to our normal routines and social outings, it's vital that we maintain our heightened protocols until further notice. It is working and continues to be our best defense in keeping everyone safe and healthy. In addition to our more than 20 heightened safeguards:

- We continue to stay up-to-date and in compliance with all CDC and local health agencies guidelines.
- We continue to maintain self-isolation, conduct daily resident screenings, and offer dining and enrichment activities in residents' individual apartments.
- We continue to procure necessary Personal Protection Equipment (PPE), sanitizer, disinfectant and other supplies to keep our communities well stocked.
- We have postponed move-ins in our Connections for Living memory care neighborhoods until further notice.

- We are conducting random, virtual COVID-19 compliance checks at all 32 communities to ensure safeguards are being implemented and kept in place for the well-being of our residents and team members.

We appreciate your continued support, understanding and cooperation. If you have any questions, please see your community's Executive Director or call 949-242-1400. 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, sweeping underline.

Michael Bardelmeier

Senior Vice President of Operations, MBK Senior Living