



March 2, 2020

Dear Residents, Family, and Friends,

As we are sure you are aware, it is hard to turn on the news and not see a story about COVID-19, the viral disease also known as the “novel coronavirus.” Even though the novel coronavirus is top of mind at the moment, we want you to be aware that we have a robust preparedness plan that is appropriate for all viruses like this, including things like the flu and norovirus.

Just like any virus or infection, we follow guidelines from the CDC and state and local departments of health. Here are some steps we take to prevent the spread of any virus in all MBK Senior Living communities:

- We focus on keeping our common areas as clean and sanitized as possible to prevent the spread of germs.
- Our kitchens follow NSF-approved dishwashing techniques.
- All staff members are trained in techniques to prevent the spread of germs specific to their individual roles in serving residents in our communities.
- Additionally, we ask staff who are sick to stay at home until they are no longer contagious.
- We routinely disinfect common area surfaces using an EPA-approved sanitizing solution.
- We ask that residents who are sick stay in their apartments or go to the hospital for further medical evaluations.
- Particularly in Assisted Living and Memory Care, our resident care teams are very tuned into the health and wellness of every resident. At the earliest signs of two or more people experiencing a similar illness and symptoms, we take steps to enact extra infection control procedures, including limiting non-essential activities in the community and notifying families and visitors.

In addition to these everyday steps, we have already started making precautionary operational adjustments in light of the current COVID-19 worldwide situation:

- We are increasing the frequency of the sanitization of common areas.
- We are adding more touchless hand sanitizer stations in our communities.
- We have ordered extra personal protective equipment supplies, such as masks and gloves, to have on hand in the event that there are national shortages of these types of items.

You can help prevent the spread of viruses like the COVID-19 novel coronavirus. We ask that you avoid visiting the community if you feel sick or have other symptoms of an illness. Additionally, we request visitors who have traveled outside of the United States within the past 30 days to not have direct contact with residents.

At MBK Senior Living, we focus on giving you proactive and thorough communication. As always, we will update you with any changes to life in the community. If you have any questions, please reach out to your community's Executive Director by calling the community directly.

Thank you for your attention and support while we ensure the safety of all of our residents and staff.

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