



March 18, 2020

Dear Resident/Families/Prospects:

At MBK communities in Northern and Central California, we are complying with the health officials' direction to "Shelter in Place." This is just one more step we can take to safeguard our residents. However, we want to be clear that residents in these communities will continue to have the services and supplies they need as we are designated as an "Essential Business."

As an Essential Business:

- All essential care and basic operations employees will continue to work.
- Any essential personnel entering our community are being screened, temperatures taken and documented. Anyone who has been sick, shows symptoms or has travelled in the last 30-days will not be permitted in the community.
- Non-essential employees will work remotely.

As an MBK Senior Living Community, you can trust we're making every effort for our residents to feel safe, comfortable and healthy. You can also be confident that the measures we're taking are out of an abundance of care for the seniors we love and care for in our communities.

- We are conducting daily temperature checks on all residents in our communities with Assisted Living and Memory Care services, as per Health Department recommendations.
- Any resident admitted or re-admitted to an MBK community will be isolated in their apartment for a period of fourteen days upon their arrival.
- We will continue to provide all meal service in individual residences to allow for proper social distancing and safety.
- In our Memory Care neighborhoods we are providing small group dining service while applying safe social distancing practices.
- We are continuing to limit any activity in the community to groups under 10 person. To keep our residents connected and engaged, we have implemented a mobile activity center that offers a variety of activities to engage mind, body and spirit.
- Many of our communities are setting up virtual chat rooms for our residents and families to maintain regular daily communications as well as to honor birthdays, anniversaries, and other important milestones.
- We are assisting residents in installing apps or games (e.g. Words with Friends) to also help them find new, creative ways to stay connected to friends and family.

- We have the appropriate number of essential caregivers in place to render all necessary services.

We will continue to monitor the situation closely, and keep you updated as new information becomes available. If you have any questions, please call your community's Executive Director directly. 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