



March 28, 2020

We understand that the need to be flexible and patient is weighing heavily against uncertain timelines and these unprecedented times. Adaptability and courage has been asked of our residents, families and team members. The ways in which you're rising to the challenge, staying strong and pushing through this difficult time is a demonstration of true perseverance. While social distancing may be required of us, we are with you step-by-step in this crisis. As such, we wanted to take a moment to express our appreciation and provide an update on our COVID-19 response.

- All MBK Senior Living communities remain restricted to team members and essential visitors.
- We continue to be in close contact with CDC and local health departments to ensure we are in compliance with guidelines. To date, we are in accord with recommendations.
- We are sanitizing our communities daily.
- Team members are using appropriate personal protective equipment (PPE). Additional supplies have been secured.
- All team members are receiving in-service training on additional protective measures.
- We are monitoring all residents and team members for signs and symptoms daily.
- We are screening all team members and essential visitors for symptoms, and recording temperatures daily.
- Should a resident, team member or essential visitor test positive, we are posting notices, as well as alerting residents and family representatives via letter and phone.
- We are continuing all meal service in individual residences. We have ample supplies on-hand to keep residents hydrated and fed.
- We are limiting gatherings to less than 10 people, and when warranted have asked residents to remain isolated to their apartment.
- Our Resident Enrichment teams are working daily to find new and creative ways to keep residents engaged, entertained and occupied in their apartments. Additional suggestions can also be found on our MBK Blog online at MBKseniorliving.com.
- We are isolating any resident admitted or re-admitted to the community to their apartment for a period of 14 days upon their arrival.
- As a heartfelt thank you to our team members working diligently to keep our residents safe, comfortable and connected, we have increased hourly pay by \$2.00.

We will continue to update you as information becomes available. If there is anything we can do to further support you or your loved one, please contact your Executive Director in your community. 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