



May 19, 2020

Despite the change to most stay-at-home orders, it remains crucial that residents and team members stay vigilant about social distancing, hand hygiene and continue to adhere to the more than 20 heightened protocols that we have in place at MBK Senior Living communities. They are our best defense in keeping you and everyone at our community safe and healthy. Those safeguards include:

- We are staying up-to-date and in compliance with all CDC and local health agencies guidelines and recommendations.
- We are providing on-going education to all employees on personal hygiene, proper usage of Personal Protective Equipment (PPE) and community sanitation best practices and protocols.
- All employees and essential visitors are required to wear face masks and adhere to social distancing guidelines when inside the community.
- We are minimizing employee-to-employee and employee-to-resident contact while in the building.
- We are utilizing proper PPE (mask, gown, gloves and eye protection) and changing PPE appropriately when caring for residents who are showing symptoms.
- We have installed handwashing stations outside our community and we require all employees and essential visitors to wash their hands prior to entering.
- We are screening all essential visitors upon entering 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 at the start and end of shifts. In addition, all team members are encouraged to stay home if they are feeling sick.
- Handheld radios, tablets, laptops, keyboards, shared desks and cart handles are disinfected at the end of each shift, before being turned over to the next shift.
- 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.
- We are monitoring all residents for signs and symptoms, and conducting daily temperature checks.
- We will continue to provide all meal service in individual residences to allow for proper social distancing and safety.
- All residents are strongly discouraged from leaving or returning to their MBK community unless it is for an essential medical appointment.
- 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 to ensure that our team members understand and follow our protocols.

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