

March 2, 2020

Dear Residents and Family Members at Blue Harbor,

We want you to know we are closely monitoring the outbreak of the COVID-19. As the number of cases in the United States continues to rise, we remain in close contact with health officials and we want to share our plans for the coming days with you.

We understand this virus is a concern for everyone and our strategy is based on an abundance of caution - we want to be proactive but also reasonable about any changes to day-to-day operations. We have already implemented an enhanced cleaning protocol at our communities, and we are limiting any non-essential visitors. We are also working closely with team members to ensure they do not come to work when sick and we ask that residents alert us immediately if they are ill so we can take appropriate action and provide aid. Residents who are ill will need to remain in their apartments and consult their physician if they have difficulty breathing, have a fever and/or cough.

We want to be proactive and let you to know that in the event of confirmed cases of the virus in our area of operations, we will take the following steps immediately:

- *We will continue our dining program with table service for meals, but will cease the use of self-service stations such as coffee, buffets or tray food*
- *We will limit large social gatherings in the community, postpone events that involve outside guests and limit outings to crowded locations outside the community*
- *We will stop the use of outside volunteers and entertainers*

Again, the above steps will be taken only if there are confirmed cases in the area where our communities operate.

Health officials agree the best defense is frequent hand washing using proper hand-hygiene by scrubbing with warm water for at least 20 seconds. Hand sanitizer is useful but does not replace washing with soap and hot water. You should also avoid touching your face and keep your hands away from your nose and mouth. Health officials do not recommend wearing masks – they say it won't stop the spread of the virus and it takes away important resources from health care professionals. Blue Harbor team members providing direct care to residents who are symptomatic for any type of infection will follow our procedures regarding masks.

We are continuing to prepare for any situations that may arise, and we have a solid protocol to handle outbreaks. We are working closely with our team members, and we have regional clinical teams in place that can support our communities. We will continue to provide updates as needed as this situation is changing rapidly.

Sincerely,



Tana Gall
President