



March 2, 2020

Dear Residents and Family Members,

We are writing you today to inform you of current measures to ensure a safe and healthy living environment in our communities for our residents, our team members and our visitors. Considering recent concerns with the spread of the Coronavirus in the United States, it is prudent for Cadence and its communities to take proactive steps for the benefit of all. Please note that Cadence already implements several policies and procedures to assist in the defense against illnesses such as the common flu. With the Coronavirus, we will continue those policies and procedures in addition to implementing the special initiatives as described below. Please also assist us and increase your diligence in taking all necessary precautions in your homes and daily lives.

The following additional precautions shall begin immediately at all of our communities:

- 1. All residents must immediately report any concerns of illness to the care department by pulling your emergency pull station in your apartment OR calling the front desk. Please do not leave your apartment during any period of illness. We will provide services to you during any period of illness including all meals.**
 - **Symptoms may include:**
 - i. FEVER**
 - ii. COUGH**
 - iii. SHORTNESS OF BREATH**
 - **Other symptoms that would require you contact us and not leave your apartment include:**
 - i. Diarrhea**
 - ii. Vomiting**
2. Only close family members or responsible parties of our residents should be visiting at this time and ONLY if you do not have any of the signs of symptoms as outlined above.
3. Please avoid bringing young children to the community during this time period when at all possible.
4. All visitors will be required as normal to sign in and out of the community to include your Name, relationship to the resident, phone number and email address upon each visit. We will also ensure that at the entrance of every community there is a hand sanitizer station and/or hand washing station. All visitors will be required to utilize these stations at the entrance to the community before being allowed to enter.
5. A reminder to wash your hands often and prior to exiting the restroom.
6. Please avoid shaking hands with anyone in the community. It would also be prudent to minimize close contact as much as possible.
7. **If you or anyone in your family or anyone you have been in close contact with (including at work) is sick, we ask that you please DO NOT ENTER THE COMMUNITY.** Please contact us if you have a loved

one that you cannot visit due to this concern and we will put you in contact with them and check on them as needed. We will be monitoring team members in a similar manner and asking that they not come to work under any such circumstances.

8. If you have not been vaccinated for the flu and as recommended by your Physician, please consider this now.
9. Please ensure that we have an updated email address and phone number so that we may provide information to you quickly and efficiently.
10. We are distributing strict entrance guidelines for all other vendors, visitors and health organizations that enter our communities for any reason and restricting access except to needed services within the community.
11. These restrictions may limit activities within the community to lower the opportunity for a community outbreak. Please understand this is temporary and we will increase such activities as soon as we are able.
12. We will be suspending all buffet services in all communities.
13. Additional emergency supplies have been acquired and are on hand. This includes supplies of protective equipment, food and water to ensure we can operate independent of the local community as needed.

We apologize for the inconvenience, but we feel it is our duty to our residents to be vigilant under such circumstances. If you have any immediate questions or concerns, please reach out to your community Executive Director. We look forward to continuing to serve you and your families of our abilities and we will continue to update you as more information is available.

Sincerely,

A handwritten signature in cursive script that reads "Susan V. Stangroom".

Susan V. Stangroom
Chief Operating Officer
Cadence Living
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