



March 23, 2020

To Our Family of Residents and Their Families,

As the number of confirmed cases of coronavirus (COVID-19) continues to rise, please know that we are doing everything possible to protect the health and well-being of our residents. Our top priorities continue to be the health and safety of our residents and preventing the virus from entering our communities.

We continue to monitor and follow all the directives of state and local governments, including executive orders of Governors, Mayors and Health Departments. Many of these directives require people to stay in their homes to help prevent the spread of the virus.

Our associates will be allowed to drive to and from work as they are considered essential service employees. Even under a Shelter in Place Order or a Stay at Home Order, our associates can come to work, and we've provided them documentation that they are essential should they need to provide this to law enforcement. Our associates are so incredibly vital to ensuring the health and well-being of our residents, and we want you to know that they will be reporting to work as usual.

FORTUNATELY, WE HAVE NO CONFIRMED CASES OF COVID-19 IN OUR COMMUNITIES.

New self-isolation precaution:

Out of an abundance of caution, we are implementing a self-isolation/quarantine protocol for any resident who leaves the community:

- Residents returning from a hospital or rehabilitation admission will be required to self-isolate in their apartment for **7 days**. We will ask residents to wear a mask anytime one of our associates are in their apartment.
- Residents returning from an emergency department or urgent care visit for a condition unrelated to respiratory infection will be required to self-isolate in their apartment for **72 hours**. We will ask residents to wear a mask anytime one of our associates are in their apartment.
- Residents returning from an emergency department or urgent care visit for respiratory illness will resume self-isolation in their apartment and remain in it until **72 hours WITHOUT** symptoms. We will ask residents to wear a mask anytime one of our associates are in their apartment.
- If a resident chooses to leave the community to spend the weekend with their family, or they go shopping or run errands, they will be required to self-isolate in their apartments for **7 days** and wear a mask anytime an associate enters their apartment.
- For our Generations residents we will not keep residents isolated in their apartments. They will still be able to move about the Generations neighborhood, but we will isolate Generations and not allow crossover of associates from other departments into Generations.

We recognize that the full incubation period for COVID-19 is 14 days. The policies listed above were put in place out of an abundance of caution as an additional measure to help keep the virus out of our communities. **If ANY resident or associate displays symptoms of COVID-19, they will be immediately placed under full isolation protocols.**

Visitation policy:

- We are continuing to limit visitors in ALL our communities nationwide. The only visits permitted, other than those medically necessary, will be for end-of-life situations. We will adhere to the following guidelines for these visitors: screening for symptoms, including taking their temperature, and adding this information in our private screening log, as well as requiring that all visits take place in the resident's apartment.
- Family members are being asked to stay home at this time. We know you want to interact with your loved ones, especially during these uncertain times. Please utilize other means of communication to visit with loved ones, including FaceTime, Skype, phone calls, cards and letters. We can assist you in helping navigate technology and work with you to be able to communicate with one another.
- We know this is a stressful situation. Please be kind to one another, and please understand that we are doing what's best to protect our residents and our associates during this pandemic.
- Our intent is to try our very best to keep COVID-19 out of our communities. The more people coming into our communities means the greater the potential for the coronavirus to enter our community.

As you can see, we are treating this situation with extreme caution, as we would any contagious virus or infection, and are following our internal policies and procedures and those of the CDC.

We are committed to keeping you and your family members updated on the latest information. We hope you'll visit www.ISL-Updates.com for the ongoing updates on our response to COVID-19.

Thank you for your commitment to keeping the safety of our family of residents and associates top of mind. I appreciate your support, patience and understanding.

Sincerely,

Collette Gray

Collette Gray President/CEO

Integral Senior Living
Solstice Senior Living