



April 3, 2020

Dear Residents and Families of Senior Star communities,

I am writing you to discuss additional and important measures we are taking regarding the Coronavirus (COVID-19). We at Senior Star, have been keeping you informed about what our communities are doing to reduce the potential of the virus coming into our communities, and what we are doing to keep our residents and associates safe. While we are doing everything we can, we need your help.

If you watch the news reports, you may have seen the projections of what they are calling a “surge” of cases coming in the next several weeks. In fact, it is anticipated that the surge will start on the coasts in the next 10 days and will make its way inland, potentially peaking sometime mid-May. This major increase in cases will have a significant impact on the healthcare system. Now is the time to do all we can to proactively reduce this surge, or what healthcare professionals are calling, “flattening the curve.”

Here is what each of us can do to help:

**Easter/Passover Weekend:** We understand how difficult it is to think about not being able to carry on Holiday traditions with your entire family. Most of the states in which we operate communities have mandated a “safer at home” order, which means that people should only go out for essential supplies and to work if they are considered an essential worker.

We strongly encourage you, for the safety of your loved one, to avoid taking residents from the community for the holiday. Many of you have expressed your appreciation of our efforts to minimize the risk of exposure to your parents; this is vital step in this process. As you do your part in your community by keeping your Easter celebrations and dinners to including just those in your immediate household, our community staff will do everything we possibly can to help connect your loved one with you virtually over the holiday. If however, residents choose to leave the community to spend time with their family over the holiday, please know that our

protocol upon their return to the community is for the resident to self-quarantine in their apartment for 14 days.

**Coming in and out of the community:** As you know, all of our communities have significantly limited the visitors coming into the community. Some residents are still choosing to go out to places like the grocery store. We are asking our residents to reconsider this decision. There is great risk for this most vulnerable segment of our population of getting this virus when going out into public places. When they return, the risk for exposure is increased for their neighbors. Our community staff is available to help our residents get what they need, whether that is helping make online orders for delivery or even getting their shopping list and having the shopping done for them. Many families are choosing to do the shopping and delivering the items to our entry. We then disinfect the bags and deliver them to residents.

Other reasons a resident may leave the community are for life sustaining medical appointments or emergency trips to the hospital. Upon return to the community from a hospital, doctor, or other medical visit, we require the resident to self-quarantine for 14 days. While we know how hard this is, the exposure potential in medical facilities is just too high. The protocol for the resident to self-quarantine for 14 days is the best way to help protect potential exposure to others. Whenever possible, we are encouraging Telemedicine (virtual medical visits).

**Enjoying the outdoors:** As warmer weather approaches, we encourage our residents, when they are able, to get out and enjoy the community's outdoor spaces. We ask that social distancing of 6 feet or more remains top of mind.

**3<sup>rd</sup> Party Home Care Providers:** We recognize that our residents still have the right to choose their own 3<sup>rd</sup> party home care provider. We would, however, ask you to consider temporarily utilizing our preferred provider. Our preferred provider is dedicating employees to only our community, which means they are not going to other communities or other clients' homes, thus greatly reducing exposure to our residents. This also reduces the number of people entering the building. If you are using a different 3<sup>rd</sup> party provider, their employees are not dedicated only to residents in our community. Therefore the risk of exposure is higher with these other 3<sup>rd</sup> party providers because we simply do not know where and how many other locations they have been visiting. Again, you have the right to choose, but by temporarily choosing our preferred provider you will help to better protect your loved one and others in the community.

At Senior Star, we all believe we have a responsibility to practice social distancing, washing our hands frequently and often, minimizing our social circles, and keeping our hands free from our face – together we will be able to help flatten the curve.

In these unprecedented times we recognize how hard this has been on our residents and families. As we've shared, it will take each of us to make the difference. I want to express our appreciation in advance for your consideration of all the ways you, our residents, our associates as we all work together to protect everyone.

With warmest regards,

A handwritten signature in black ink, appearing to read 'Anja Rogers', with a stylized flourish at the end.

Anja Rogers, CEO  
Senior Star