



March 13, 2020

Dear residents and families of our Senior Star communities,

I am writing to you with information about the measures we are taking regarding Coronavirus (COVID-19) to assure you that we are addressing this issue every single day.

Age Risk

According to the Centers for Disease Control (CDC), individuals who are at primary risk are age 60 and over, and especially those who are 80 and older. The safety of our residents is our top priority. We have developed a Senior Star Coronavirus Task Force and have been monitoring communications from the World Health Organization (WHO), the CDC, the state community licensing entities, and our local health departments.

Associates and Sick Pay

We know how important it is to you that associates only come to work if they are healthy, and we also recognize that staying home without getting paid is a hardship. To solve this situation, we are extending sick pay to part-time associates. Additionally, we are extending sick pay to full-time associates who do not have remaining sick time. Investing in the wellbeing of our associates is investing in the wellbeing of residents and families alike.

Community Access: Family & Visitors

Do not visit or enter the community if within the last 14 days:

- o You have traveled
- o You have been sick in any way, but especially with symptoms of cough, fever, or shortness of breath
- o You have been exposed to anyone who has been sick

We are limiting access and exposure by:

- Limiting entry doors
- Limiting community visits
- Requiring screening before entry
- Denying access as necessary
- Cancelling public events and groups



Communication

We are staying current on information regarding COVID-19, and we utilize this information to develop our protocols and procedures. News regarding this situation changes rapidly; we will update you as changes occur.

Past Practices Help Guide Our Way

This is an unprecedented event. We are drawing on experience while staying open to new best practices. We are doing everything possible to keep you and your loved ones from harm's way. We pray it will make a difference.

As with any infectious disease, we believe that prevention is the first and best defense. In October 2019, we amplified our standard protocols in preparation for Influenza, and we are pleased to report that through those efforts, we did not have an Influenza outbreak in any of the Senior Star communities. Over the last few weeks, additional education, training, communication, and protocols are underway. We are confident that our dynamic associate base, of which 92% say, "This is a physically safe place to work," will continue to do their best to keep it that way for each other, residents, and visitors.

A World of Difference Makers

Senior Star associates across the country realize that our vision, A World of Difference Makers, has perhaps never been more critical than it is right now. We know that human connectivity must change immediately to save the lives of people in cities, states, and countries around the world who are facing Coronavirus. Our associates are answering the call to find innovative solutions to providing exceptional care during a time when there is a global need to put distance between ourselves and others. We will do our best.

With diligence and care for you and your loved ones,

-Anja Rogers
CEO