

# *New Perspective.*

April 28, 2020

Dear Residents, Tenants, and Family Members,

I cannot thank you enough for the ongoing support and expressions of gratitude I and our community team members have received from our residents, tenants, and family members. Your support is greatly appreciated by all.

In a period of only months, healthcare providers around the world have come a long way in their understanding of how to best prevent the spread of this virus with every day bringing new information to light. As we learn more, we become better positioned to know how best to fight the spread of COVID-19. For now, that includes diligently practicing hand hygiene, an enhanced cleaning regimen, social distancing where possible, and team members wearing a procedure mask and protective eyewear as part of their uniform.

As an additional approach to preventing the spread of COVID-19, and in compliance with guidance from the Centers for Medicare and Medicaid Services (CMS), we continue to have restricted visitation at New Perspective communities. We previously stated we would revisit this visitation status on April 30, 2020, and after much consideration, we are updating that date to May 15, 2020. We will revisit this discussion in the future based on any new guidance from CMS and state and local governments.

In my last letter, I spoke of our efforts to quantify the number of cloth face masks we had available to allow us to distribute the masks to our residents and tenants to wear when outside of their apartments. This is in line with the Centers for Disease Control and Prevention (CDC) guidance to wear a face cover when in public. I am happy to report that communities have begun the process of distributing these masks. We ask that our residents, tenants, and family members follow the CDC's guidance and wear a face cover when out in public to stay safe and healthy. Keep in mind that at least 50% of individuals infected with the virus have zero symptoms. Providing face masks to our residents and tenants to wear is another example of our efforts, in combination with yours, to prevent the spread of the virus.

I understand and empathize with the frustration felt by our residents, tenants, and family members due to the practice of social distancing and the restriction on the ability to spend time with loved ones. It is important to remember that, for our New Perspective communities, social distancing does not mean social isolation. To the contrary, our communities continue to strive to bring fun and good cheer to our residents and tenants. Our communities have seen the spreading of joy through honk-a-thons, social distance dance parties with team members and residents, the local weather being forecast from outside our New Perspective - Waconia community (see [www.npseniorliving.com](http://www.npseniorliving.com) for the clip), and team members wearing costumes to deliver happy hour beverages.

With the coming of warmer weather, we also have community-specific plans in the works to create visits that bring our residents, tenants, and loved ones closer while maintaining social distancing guidance. More on that in the coming weeks. Until next week, thank you again for your continued support of our New Perspective family of team members!

Sincerely,



Chris Hyatt  
President