

# *New Perspective.*

May 27, 2020

Dear Residents, Designated Representatives, and Tenants:

States across our country whose governors instituted stay-at-home and stay-safe orders are beginning to loosen or lift the executive orders altogether. Every state is different, but the states where we operate still have varying degrees of restrictions in place. There is no master reopening plan that states can follow, and this has resulted in each state trying to figure out how best to approach their own return to business. I am careful not to say, “business as usual.” We remain in the midst of the *COVID-19* pandemic with research indicating that the Midwest has not yet peaked in its number of cases, and this unknown leaves a return to “business as usual” in a state of uncertainty.

To aid states in returning to business, our government health agencies have provided guidance. Given the ongoing risk the virus poses to the vulnerable senior population, the Centers for Medicare and Medicaid Services (CMS) and state departments of health have advised the need to continue the restriction on visitation for long-term care communities. The loosening of restrictions for the general population poses a challenge for long-term care providers who must remain vigilant in their efforts to prevent the spread of the virus to their communities. We need your continued support.

I again ask for your patience as we work to determine how best to facilitate visits that support safe interactions for our residents and tenants. As I mentioned in my letter last week, our community management teams are preparing their visitations plans. They have been busy exploring and testing various approaches and tools that enable social interaction while practicing social distancing and infection control measures, such as wearing a face cover. I hope to announce a roll of these initiatives soon.

We will continue to monitor public health agencies for changes to visitation guidance and are committed to keeping you apprised of any new developments. In the meantime, thank you for your understanding and patience. I know you join me in looking forward to the day when our communities are again buzzing with visits from the family and friends of our residents and tenants. That time will come. It is just a matter of when, not if. That said, it cannot come soon enough for any of us.

I close with my ongoing request that you stay vigilant in your own efforts to prevent the spread of the virus. We must be all-in on these efforts to win this battle.

Sincerely,



Chris Hyatt

President