

May 29, 2020

Dear Agemark Family Member,

As we continue to navigate the COVID-19 journey together, we thank you again for entrusting the care and safety of your loved one to our community. We know how difficult it's been for you to not see your loved one in person because of the restrictions we've had to put in place, but we're hopeful that we are on the path to easing restrictions.

Last week, the Centers for Medicare & Medicaid Services (CMS), released a new recommendation outlining a 3-Phase Reopening Pathway for Nursing Homes. This plan also applies to Assisted Living communities, which we are. The CMS has issued recommendations throughout the COVID-19 pandemic, which each state reviews and then releases their interpretation.

One requirement in the 3-Phase Plan is baseline testing of all residents and employees, and regular retesting thereafter. After receiving this new recommendation, we tested all Agemark communities that had not been tested, and some that had already had a baseline test were retested. The purpose of baseline and ongoing testing is to ensure there are no active cases of COVID-19 in the building prior to relaxing some of the restrictions that are currently in place. At this point, we are awaiting test results for many of our community baseline tests or retests. Please know that if we do get any positive cases for a community, the family members at that community will be notified as soon as possible. We are hoping to have results in our hands soon.

If a resident does test positive for COVID-19, we will be able to minimize any potential exposure to the other residents by quickly isolating and caring for them in private. If an employee tests positive, we will take them off the schedule and ask them to self-isolate for the recommended 14 days. If at any point a new case of COVID-19 is found in our building, you will be notified. Please keep in mind that if COVID-19 is found in our community it will delay our progress on the "Pathway to Reopening," as the CMS recommends a period of two weeks with no active infection in the building prior to moving on to the next phase.

Other factors that will determine how quickly we move through these phases include the COVID-19 activity in the surrounding area, the local capacity for hospitalization, stable staffing in our building, adequate PPE and cleaning supplies, and availability of continued testing. We are committed to controlling the things we can control and encourage you to observe the precautions you have been observing to help control any spread within your community-at-large.

Many states have begun to relax restrictions in public places, allowing restaurants and beauty shops to open with precautions. These changes give us hope that soon things may return to normal. However, much of what is currently being lifted in states does not apply to us. So, until our regulatory bodies allow us to relax precautions, we remain focused on protecting our precious seniors by restricting visits and limiting out-of-the-building activity.

Following the Pathway to Reopening will enable us to achieve milestones and lift restrictions. While we truly look forward to celebrating these milestones, we will not rush or compromise safety to reach them. As always, we will continue to follow the recommendations of the CMS, CDC, NCAL and AHCA.

Please reach out to the director of your community if you have any questions or concerns. In addition, our wellness hotline is open between 9am and 6pm CST, at 1-800-449-5526, or you may send an email to wellness@agemark.com.

We are deeply grateful for you, our extended family, for your continued support as we navigate these unprecedented circumstances.

Respectfully,



Martin Hug
COO, Agemark



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