

June 12, 2020

Dear Agemark Family Member,

Like you, we did not know the impact of COVID-19 would continue as long as it has after precautions were first implemented in March. It has been a long, hard road, and we sincerely appreciate your patience and trust as we continue to do everything possible to provide the very best care and the safest environment for your loved one.

The latest recommendations issued by the CMS includes a three-phase plan for reopening senior living communities. This graduated plan outlines specific criteria that will need to be met to maintain function within each phase, as well as criteria that must be met prior to moving to the next phase of relaxed restrictions. The baseline testing we have been conducting is an important part of this process.

Enclosed is a one-page resource that outlines each of the phases for this Pathway to Reopening. Currently we are operating in Phase I.

While we are very excited by the prospect of having our buildings filled with families and visitors again, we've worked hard to protect our residents through precautions these past few weeks and do not want to compromise their safety at this point. Therefore, we ask you to continue your vigilance. When going out in public please continue to wash your hands and wear your mask. Stay home if you don't feel well or have any of the symptoms of COVID-19 (fever, shortness of breath, cough, sinus drainage, loss of taste or smell, GI upset). Lastly, please refrain from visiting our building if you have any of these symptoms or think you might have been exposed to anyone with COVID-19.

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 reach out via email to wellness@agemark.com.

As we move through each phase, we will keep you updated so you can plan accordingly. Thanks again for your support, and we especially thank those who have provided email and contact information for your family so that we can maintain good communication.

Respectfully,



Martin Hug
COO, Agemark



Terri Jo Goldsmith RN-BC, CRRN, CDP
Corporate Nurse, Agemark