



March 14, 2020

Dear Residents and Associates,

I would like to follow up on the multiple communications you have already received specific to the Coronavirus (COVID-19) from your Executive Director or Administrator. All of us are inundated with communication from our local and national news, social media, family, and friends, etc. As a result of all the precautions taken to prevent the spread of the virus, this pandemic has caused significant disruption for our entire nation. I realize the level of anxiety, frustration, and even, to some extent, fear that you may be feeling. This is a very fluid situation. The purpose of my communication is to reassure you that the LCS team and I are continually monitoring and updating our infection control policies and procedures with each new guidance from regulators and the government.

Every LCS managed community, with the guidance and support of the leaders within LCS and external consultants/advisors have and will continue to implement the latest directives from global, national, and local state health authorities. This means LCS communities will be strictly adhering to the COVID-19 prevention protocols published by the Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS), and the World Health Organization (WHO), as well as those issued by local public health authorities.

Despite the inconvenience and concern this may be causing, I am asking for your full cooperation. I ask that you read the community communications carefully and heed the community leadership advice, guidance, and direction. I fully understand how disruptive some of our decisions may be to your daily lives, but be assured that our decisions are based on the recommendations of the CDC and other health authorities. There is nothing more important to me than the health and safety of each of you.

At this time, we are restricting visitor access to every LCS managed community. The skilled nursing, assisted living, and memory care areas are not allowing visitors. In compassionate situations (specifically, end-of-life care), the decision to allow visitors will be on a case-by-case basis and will include careful screening of any visitors. If this applies to you, please speak to your community's Executive Director or Healthcare Administrator.

At this time, we are actively discouraging visits to independent living residents to reduce the risk of COVID-19 at our campuses. Please refrain from any non-essential visits. While essential visits are still permitted, the visitors will be asked to remain within the resident's independent living residence during the course of their visit. Any visitor coming into a community will be subject to both a verbal and temperature screening per criteria set forth by the CDC, CMS, and other health authorities. Children aged 14 or under will not be allowed on campus. While the opportunity for a visit to independent living does exist following these guidelines, we firmly ask that unless you are providing some direct level of care, you postpone all visits to the community. This is in the best interest of both residents and staff as we work together to prevent the spread of COVID-19.

Should you have questions or concerns, we strongly encourage you to contact the Executive Director. In addition, I invite you to view the LCS website for updates and additional information. The LCS website is www.lcsnet.com.

Times like these are hard, and we are navigating uncharted territory. We appreciate your patience, understanding, and support as we seek to make decisions that will assist and protect our residents and employees.

Again, I thank you for your cooperation during this difficult time.

Regards,

A handwritten signature in black ink, appearing to read "Joel", written in a cursive style.

Joel D. Nelson
President and CEO