



March 16, 2020

Dear Residents and Associates,

Facing this pandemic has thrown us all into uncertain and unprecedented circumstances. Caring for our community compels us to do our best to protect the health and safety of our residents, employees, and guests. To this end, we have made the difficult, and necessary, decision to amend our community visitation policy to restrict visitors from entering all areas including **Independent Living, Skilled Nursing, Assisted Living and Memory Care** effective Monday, March 16.

Per the recommendation of the Centers for Disease Control and Prevention (CDC), we are also asking residents to limit appointments and activities outside of the community to reduce the risk of exposure. We understand the inconvenience of this restriction, but believe it is necessary as we work together to stop the spread of this virus. Please postpone any activities that will take you away from your home. If you have a visitor who is providing support in Independent Living, have a necessary appointment outside of your community, or are expecting a delivery from a family member, we ask that you please consult with the Executive Director, or their designated staff member.

We ask for your full cooperation in supporting this decision. These are challenging times. We want to work together to do what is best and right for the 40,000 seniors who call an LCS-managed community home and for the 30,000 employees who are dedicated to serving seniors. Nothing is more important than your health and safety.

We continue to track COVID-19 updates and directives from federal, state and local officials along with medical experts and will continue to follow their guidance in the days and weeks ahead. Please understand that we are in a very fluid and dynamic environment with significant changes occurring by the hour. Our teams are doing their best to minimize confusion and take care of your needs as quickly as possible.

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

On behalf of the entire team at LCS, I sincerely apologize for the inconvenience and disappointment these changes may have caused you and your family. We very much appreciate and thank you for your patience and understanding. We look forward to getting back to business as usual.

Sincerely,

A handwritten signature in black ink that reads "Joel".

Joel Nelson
President and CEO