



April 15, 2020

To Our Residents and Family Members:

We wanted to provide you with a quick update on our communities as we continue to navigate the COVID-19 crisis. To date, we have had no COVID-19 cases at any of our locations. We attribute our good fortune to the hard work, dedication and commitment on the part of our team members as they continue to focus solely on the health and safety of our residents. We believe that our properties and our residents are in the best hands possible with the compassion and talents of our Park Vista Superhero's.

We have created the PVSHM Superhero program that will run the following four weeks of the COVID crisis. We are encouraging our residents, family members and peers to nominate PVSHM team members that demonstrate their ability to go above and beyond for our residents and each other. Nominated team members will be eligible for a weekly raffle with various prizes as well as interim bonuses, benefits and acknowledgements as our effort to show additional appreciation and gratitude to those that continue to work so hard to keep our residents and team members safe and well cared for. We are excited about this program and encourage each of you to get involved as well.

With regards to precautions and protocol updates, we continue to monitor all federal, state, and local alerts, which provide updated requirements for senior living communities like ours. As the various local, state and federal agencies track and monitor this virus, we learn more about the spread and factors that make this virus so lethal to our vulnerable resident base. We have worked tirelessly at Park Vista to implement the most stringent and necessary precautions and protocols to keep our residents and team members healthy and safe.

We understand how critical it is to keep our residents connected to family and friends to ensure emotional and mental health is maintained despite our current visitor restrictions. That is why we are continuing to encourage skype, FaceTime, iN2L and Zoom calls. We also would like to continue to encourage window visits as well. That being said, it has come to our attention that several of our families and friends have put our residents and team members at risk by asking residents to open their windows to either visit through the windows or even pass supplies through those windows. These actions negate every precaution and protocol put into place as it allows for the virus to easily be transmitted via open window and supply transfer.

We understand how difficult this time is for both residents and families, but it is important that everyone abide by the protocol and rules put into place by our various health agencies and PVSHM as an entity. These precautions are in place to ensure the health and safety of our loved ones. Unfortunately, if these measures are not maintained, we will need to take steps to further restrict visits. Your understanding, support and patience with us has been very much appreciated. We are so grateful for our dedicated team members at each of our communities who are providing excellent quality care and services to our residents.

It is a privilege to serve your loved ones and provide them with a safe comfortable environment during this time. If you have questions, please reach out directly to your Executive/Community Director. I can also be reached at (563) 503-6001.

Sincerely,

A handwritten signature in black ink, appearing to read 'Julie Lonergan', written in a cursive style.

Julie Lonergan, President
Park Vista Senior Housing Management, LLC