

June 4th, 2020

Dear Residents, Families, and Staff:

Good Afternoon,

It causes me great sadness that the pandemic-challenged world in which we've lived for the last three months is now in even greater turmoil with the senseless death of George Floyd. The ongoing racial injustices, protesting and rioting is truly heart wrenching. As an organization, we are committed to supporting and promoting diversity and equality among all races. I want to add that as an organization our residents and staff who work and live in our communities come from diverse backgrounds, from different ethnic backgrounds, and from countries throughout the world. A number of them grew up in environments where they didn't have freedom of religion to speak or express their thoughts. We all live in the USA where we have the right to feel free and to not fear individual bias based on the color of our skin, ethnicity, national origin, or religious beliefs. There is no place in AMERICA for RACISM. I want our staff who fear what this scenario represents to know that I stand with you and I feel your pain, your trepidation, your angst, and your anger. I dream of the day where the color of our skin or ethnic background will not be a basis for injustice to any of us.

I also wanted to provide an update to all of you regarding our current efforts of mitigating Covid-19 in our Vivage communities. We are pleased to announce that many of our communities that experienced an outbreak continue to be in a recovery period. This recovery includes both residents and staff.

We recognize the hardship that our residents and families are experiencing right now due to COVID-19, and we hear your concerns about the restrictions that have been put into place to reduce the risk of spread of COVID-19. As part of our facility's commitment to protecting residents, families, and staff from serious illness and complications, we continue to follow guidance from the Centers for Medicare & Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC), which includes restricting all visitation except for certain compassionate care reasons such as end-of-life.

We understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or window visits. Additionally, care packages, cards and letters are always welcome.

We are continuing our efforts to work with Governor Polis to allow families to visit your loved ones outside with adherence to social distancing, wearing a mask, and following infection

control guidelines. We have provided Vivage's "Outside Visitation" policy and procedure to an advisor to the Governor for review.

Resident and staff health and safety remains our top priority. We continue to dedicate three Vivage employees in the ongoing effort to secure Personal Protective Equipment (PPE).

We continue to work in collaboration with the National Guard to test residents and staff. We are also partnering with the designated Strike Force to obtain additional resources for testing other skilled nursing communities in the state.

This is a difficult time for everyone. We will continue to provide you with updates. Please know that we are adhering to guidelines from the local and state health departments, which continue to evolve as we learn more about this virus.

We know that you may have questions and we encourage you to contact the community Administrator where your loved one resides if you have any additional questions.

Please stay healthy and safe. God Bless.

Warm Regards

A handwritten signature in black ink, appearing to read "Jay Moskowitz". The signature is stylized with a large loop and a horizontal line crossing through it.

Jay Moskowitz  
President of Vivage Senior Living