



April 3, 2020

Dear Valued Patients, Residents and Family Members,

We continue to implement precautionary measures against the Coronavirus (COVID-19) in adherence with federal, state, and local governance. Patients, residents and families have been notified in facilities where patients have tested positive for the Coronavirus. We are committed to keeping you informed.

We are also working closely with the Illinois Department of Public Health ("IDPH") and are complying with all measures set forth by this agency.

As we face this unprecedented health crisis, we are doing our very best to keep you updated while simultaneously protecting patient and family privacy. Furthermore, during this challenging chapter in our nation's history, we will keep you apprised of how we are meeting these challenges.

For example, on April 1<sup>st</sup>, the IDPH changed its initial requirements regarding facemask use only for staff coming in direct contact with a symptomatic or COVID-19 positive patient, to guidelines of Universal Mask Use requiring that all employees of senior living environments wear masks.

Visitor restriction continues, as do our sanitizing practices – all in adherence to protocols from the Centers for Disease Control and Prevention and the American Health Care Association.

We appreciate your patience and cooperation and we understand that many are concerned. We are doing our best to take calls requesting information. To help address some of your questions, we have prepared a Frequently Asked Questions page, which you can access at <https://bit.ly/2wOw6cI>

If you have additional questions, please call (630) 458-4700, Monday – Friday between 8:30am and 5:00pm.

For the latest Coronavirus insight and preventive measures, we invite you to visit [www.cdc.gov](http://www.cdc.gov).

During this difficult period of separation from your loved one, please know that our team is committed to keeping you connected via video chat and telephone. Please contact your loved one's facility to arrange a remote visit.

Thank you.

Stay safe and be well.

Sincerely,

Martin A. Cauz  
Chief Executive Officer

Karim Yunez, M.D.  
Chief Medical Officer