

IMPORTANT MESSAGE REGARDING CORONAVIRUS



Dear Family Members,

As you are aware, the impact of the coronavirus COVID-19 outbreak continues to grow and affects all aspects of our lives. This situation is unprecedented, and the guidance from the Centers for Disease Control (CDC) and Department of Health (DOH) is fluid and evolving. Even with all the uncertainty, our primary focus continues to be the safety and well-being of your loved ones.

Regency is always aware of contagious viruses and the significant impact it can have on our population. While we already have policies and protocols in place that are designed to limit the spread of contagions, we have implemented some restrictions and additional steps to keep your loved ones safe.

We are currently restricting visitors to allow only healthcare professionals and staff into the facility. Family members will be allowed to come into the facility only in certain situations, including end-of-life situations or when a visitor is essential for the resident's emotional and well-being and care. Those who are allowed to enter our facility, including staff and healthcare professionals, will be subjected to screening. We have canceled all outside entertainment and programs and encourage family members to not take their loved ones out of the building for unnecessary appointments or outings.

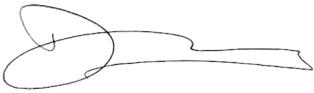
The below measures are also being implemented immediately:

- All essential healthcare workers will continue to be screened for symptoms and travel history and will maintain strict infection prevention precautions while on site.
- We know that communication with your loved ones is very important and ask that you consider other means of communication, including phone or video conferencing. We will help arrange video conferencing in lieu of visits for family members.

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- Any urgent visit requests will be handled on a case-by-case basis by the administrator.
- Packages, such as laundry or personal items, may be transferred in and out of the facility, with the assistance of our staff. We ask that you call ahead, to ensure that we can efficiently assist you.

We are continuing to monitor the situation very closely and remain in contact with our government partners. As this situation is constantly evolving and changing, we will communicate with you and inform you of any changes that are being implemented. Thank you for your support and cooperation during this unprecedented situation.



David Gross

President

Regency Post-Acute Rehab and Nursing Centers