



March 13, 2020

To our Residents and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at LindenGrove Communities. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we don't have any cases in our facilities. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

At this time, due to a confirmed case in Waukesha County, we request that family and friends do not visit our communities. Out of an abundance of caution, we are limiting all visitors to all facilities unless **absolutely necessary**. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. If you believe a visit to the center is necessary, we request that you contact us prior to your arrival.

Please make sure we have your most current, emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to us with your updated contact information.

Residents, please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. **If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please let a staff member know immediately.**

LindenGrove is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in many circumstances, wearing gowns and gloves when interacting with residents who present symptoms. We also are staying up to date with the CDC recommendations as they may continue to change. In addition, we are in close contact with the local and state health department, and we are following their guidance.

If any residents or staff are diagnosed with COVID-19, we will provide updates on our website and our information line (877-316-0835). You may also use the information line to reach our campuses.

For additional information, please visit the CDC's COVID-19 website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.