

July 31, 2020

Hello Eskaton Friends and Family,

I hope this letter finds you well! It is hard to imagine a time before the coronavirus, especially now that we are completing our fifth month managing this pandemic. I don't have to tell you that we are experiencing a continued increase in cases and deaths in California, which translates into increased cases in our senior living communities. In fact, over half of the COVID-19 cases in Eskaton owned and managed communities have occurred in July! All of us are affected by this; our residents our friends and our families. Of our 30-plus communities, we have experienced 54 employees and 30 residents in 16 communities test positive for COVID-19. Many of our employees have recovered and returned to work and many of our residents have recovered as well. I am sad to say that we have had a couple of resident deaths. Our thoughts and prayers go out to those families. Due to the rise in cases in the counties where our communities reside, we continue to be diligent in regard to visitation, small group activities, and dining. Our communities sit within the counties on the Governor's "watch list". We take this seriously and maintain protocols to meet the ever changing landscape of this pandemic. Our dedicated team members are doing all they can to minimize the social isolation of our residents through safe distancing in small group activities, phone calls, social media and other electronic means.

We continue to train and educate our dedicated team of Health Care Heroes on the ever-evolving virus mitigation strategies and reinforce the recommendations provided by the experts at the CDC as well as local and state-wide agencies. We count on these entities to provide us with the most current strategies to reduce the spread of the virus. We have adequate PPE (Personal Protective Equipment) for our team members and maintain high infection prevention practices at all time. Our Team motto is, "Keep It Up!"

We are committed to notifying residents, staff, and primary resident representatives if and when a resident or staff member tests positive for COVID-19. No names will be provided.

We continue to follow the directives and recommendations from the experts, which includes:

- Social distancing and masking
- Diligent infection prevention and hand hygiene
- Screening employees for symptoms of COVID-19
- No large congregate gatherings
- Appropriate use of PPE
- Visitation restrictions as allowed by regulatory agencies

We encourage you to access the Eskaton website at [eskaton.org](https://www.eskaton.org) for the most up-to-date organization information. Also, [CDC.gov](https://www.cdc.gov) is an excellent website to find the latest expert insights. Thank you for your support and understanding as we continue to navigate through this challenging time.

Eskaton Management