

April 2, 2020

Dear Residents and Families,

Our team members are going the second mile to keep you and your loved ones safe. I am already inspired by the stories of the heroes and leaders from all of our campuses. ***But we cannot succeed without your help.***

This virus is serious business. It is an evil plague, especially because it does its most damage to those most vulnerable in our society—the frail and elder. COVID19 is highly contagious—it can be transmitted by simply breathing in and out, not just coughs and sneezes. People are contagious and transmit the disease who are not even showing any symptoms or indications that they have the virus. As of Wednesday afternoon, there were twenty-two outbreaks in long term care facilities in Mississippi. This means our work is even more important now than it ever has been. Before we come out the other side, there will be many losses. You will probably know someone who has gotten sick or died. ***This is probably the most dangerous time we've lived through since World War II.***

I've asked our team members to closely follow the Governor's Shelter in Place Orders; we've been practicing the strict Centers for Disease Control and the Mississippi State Department of Health guidelines closely.

But those practices won't be enough without your help. We cannot succeed alone. If you come and go out into the community, you not only put yourself at risk, but you put everyone who lives and works on our campuses at risk! If you live in the community and visit our campus you put everyone who lives and works on our campuses at risk! I know you do not want to be the one who transmits this disastrous disease to the people in one of our buildings. One act can inflict great danger to the most vulnerable in our society. For these reasons we ask that you:

- Shelter in place—do not go into the public; we can get things you need
- Act as if you have the virus and don't want to be the one to give it to others
- Families make only essential visits—primarily for medical reasons; If dropping off supplies for your family, please follow your campus' stated guidelines for dropping them at the front or on the step and do not enter the elder's apartment
- Follow our earlier guidelines as established by Department of Health and CDC

I know this is hard. Being separated from those you love during uncertain times can be frightening. How to best care for them is a very personal decision. My wife Beverly and I decided to bring her dad to our house from the Traceway campus to lessen the load on the team there and ease his loneliness of these times. Perhaps you are able to do that too. If you choose to do this, we will not be offended, and their place will still be secure when they return following the crisis.

This is a lot like Hurricane Katrina. At our campus on the Gulf Coast we knew the storm was coming and we evacuated Personal Care—the elders went home with family members because it wasn't safe for them in the building. I hope our buildings don't become unsafe because a few insist on not following the guidelines such that we are forced to evacuate to protect everyone.

***Please help us so that we know we are not alone!***

Steve McAlilly  
President and CEO