

Updated Response to COVID-19

Dear elders, friends and families of MSS,

We would like to share an update on how MSS is responding to the rapidly changing environment caused by the continued spreading of coronavirus (COVID-19). At MSS, we are working hard to maintain all of our services, and we acknowledge there may be needed adjustments along the way as we, along with you, navigate through these unprecedented times. We highly value each and every life, and we appreciate your patience with us during these disrupted times.

Our organization is devoted to the health and safety of the elders, our employees, and the communities we serve. With safety as our primary concern, MSS is taking all necessary precautions with each decision to place our people first.

Effective Monday, March 16th, 2020, MSS has adopted the procedures outlined below for all twelve of our retirement communities. We prioritized the health and safety of our people and those who look to use for care, as well as to honor our responsibility to the communities in which we work and live during this national emergency.

VISITATION GUIDELINES:

- Nursing Homes – All non-essential visitation is restricted at this time.
- Assisted Living – Limited visitation is accepted upon the following conditions:
 - Only 2 Family Members may be designated to visit a specific elder at any given time.
 - Only 1 of the Designated Family Members may visit their loved one during stated visitation times.
 - All visitors must undergo a brief health screen upon entrance to the building to ensure they are without fever and are free of any other virus symptoms.
 - Visiting hours will be 5-7 pm Monday-Friday and 2-4 pm Saturday/Sunday
 - Visitation is limited to the elder's specific living area and not in common areas.
 - In addition, they must meet the stated CDC travel clearance requirements:
 - Have not traveled internationally in the last 14 days to restricted countries or areas in the US where COVID-19 has appeared
 - Have no signs or symptoms of a respiratory infection, such as a fever, cough, sore throat, or shortness of breath
 - Have not had contact with someone with or under investigation for COVID-19
- Independent Living – MSS strongly discourages visitation at this time, however, limited visitation is accepted upon the following conditions:
 - Have not traveled internationally in the last 14 days to restricted countries or areas in the US where COVID-19 has appeared
 - Have no signs or symptoms of a respiratory infection, such as a fever, cough, sore throat, or shortness of breath
 - Have not had contact with someone with or under investigation for COVID-19
 - Visitors may only meet with their specific family member.

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- Please consider reducing the length of your visit and restrict young children from visiting.
- We encourage visitors to enter through private residential entrances rather than lobby areas (where possible).
- Please note that some campuses may have Assisted Living or Skilled Nursing Units on their property and at their discretion may implement more stringent visitation restriction policies.

DINING GUIDELINES:

- At this time our campuses will not be hosting communal dining. Our staff will be delivering meals to each resident's door each day.
- Our dining team is developing a list of items that can be easily ordered and delivered to the elders' room to prevent the need for external shopping. (Such as milk, bread, canned soups, canned vegetables, etc.) These items can be added to the monthly bill at cost with no additional fees.

ACTIVITY GUIDELINES:

- At this time our campuses will not be hosting community events or large group activities.
- In order to allow socialization, we are recommending residents gather in groups of 10 or less.
- Our activity directors are working on virtual activities to keep the elders engaged and entertained during this time.

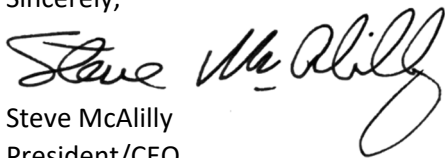
We understand this time of uncertainty creates much change. Despite the disruptions to daily life caused by COVID-19, we are committed to delivering exceptional care and retirement experience for the elders. With that in mind, we are currently working on ways to provide Skype and Facetime visits for families. We are researching ways to assist our employees with their daily needs to ensure the best team is available to provide the highest standard of care. We encourage you to follow our campus Facebook pages, or the www.mss.org website, where we will post important updates and pictures of the elders smiling faces from our limited activities.

As the situation is quickly changing, we do not know how long this policy will be in effect, but we are prepared to review, adjust and adapt to the changing recommendations provided by the experts at the by the Centers for Disease Control, American Health Care Association, Mississippi Department of Health, and Centers of Medicare & Medicaid Services. We are continuously updating and training our staff so that we can do our part to keep everyone safe.

Regardless of what lies ahead, one thing we can count on is each other. We care about the elders, our families, fellow team members, our vendors, and our communities, and we will be in this together, supporting one another throughout this unprecedented situation until this unusual time has passed. This unusual situation does not change our mission to serve older adults... along with their families and our employees.... in the spirit of Christian love. We will exercise prudence, but not panic.

We are grateful for the trust you have placed in us. Please contact your campus team members with any questions or needs. We hope you and your family remain safe and healthy.

Sincerely,



Steve McAlilly
President/CEO