

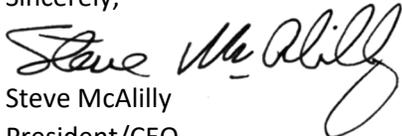
Dear Elders, Friends and Families of MSS,

As we stated earlier this week, the COVID-19 situation is fluid and every day brings changes. Again, we thank you for your patience as we weather this storm together. However, with additional cases being diagnosed near us daily, we feel it is necessary to take additional precautions to protect the elders and our employees. Effective Wednesday, March 19, 2020, MSS has adopted the procedures outlined below for all twelve of our retirement communities.

- **ALL NON-ESSENTIAL VISITATION WILL BE RESTRICTED FOR ALL LEVELS OF CARE, ON ALL CAMPUSES AT THIS TIME (Including: Skilled Nursing, Assisted Living/Personal Care and Independent Living Apartments).**  
**For a sample list of essential/non-essential persons, please see the attached flyer.**
- **Independent Living Guidelines** – In addition to restricted visitation, we are asking that all elders in independent living shelter in place. This is in accordance with the recommendations handed down by the President and the CDC. Here are some things that will help the elders shelter in place on our campuses:
  - On campuses where food service is offered, our staff will continue to deliver meals directly to their door.
  - Our dining team has developed 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.
  - We will begin mail delivery to each resident's door.
  - Several community partners are helping us provide care packages to deliver to the elders periodically.
  - Beauty/Barber Shop services will be discontinued for a brief time. We understand this is inconvenient, but it's necessary and we will resume services as soon as we feel it is safe for us to do so.
  - Although national standards state groups should be 10 or less, we are asking for internal visitations to be limited to one-on-one contact and very brief.
  - Our activity directors have been utilizing out of the box techniques to provide in-room engagement for the elders through the internet, TV and personal visits. We are working to provide additional resources to allow elders to schedule FaceTime calls with their family members. More details on that will be released soon.
  - If you have additional needs, we ask that you consult with the staff on your campus. We have many volunteers who are willing to run your errands and keep you safe. Let us help you coordinate that.
  - If you wish to shelter in place with your family, an elder may do so. We simply ask that you notify the staff so they can help prepare your departure. Should you decide to return, we are asking that you submit to a 14 day in-room isolation where your health may be monitored.

Again, we understand this time of uncertainty creates much change. We are making every effort to 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

**Do not fear, for I am with you; do not be afraid, for I am your God. I will strengthen you; I will help you; I will hold on to you with my righteous right hand. ~ Isaiah 41:10**