June 1, 2020

Dear Friends of Heritage,

As we continue to battle the COVID-19 pandemic nationwide, the safety and health of our residents and staff continues to be of utmost importance. It has now been over two months since our skilled nursing and assisted living facilities have been closed to visitors. Staff continue to be monitored daily upon arrival for work, wear surgical masks, and are now wearing eye protection, such as face shields, to limit the transmission of COVID-19 from potential asymptomatic employees. Staff in our Illinois and New York skilled nursing and rehabilitation and assisted living communities are now receiving mandatory COVID-19testing, as required by the state. We continue to regularly monitor residents for symptoms throughout day.

Our COVID-19 response team is committed to acting in the best interest of all residents and staff. This group continues to monitor and implement the ever-changing guidelines and protocols of the CDC, as well as local, state, and federal authorities, as phases of reopening begin to emerge. We understand that many of you have expressed concern regarding visitation and seeing your loved one. The current reopening phases in many areas where our communities are located allow for small group gatherings; however, skilled nursing and rehabilitation and assisted living communities are held to a different level of regulation. Our teams continue to provide for both the physical and emotional care of those we serve during these difficult times, through various resident engagement activities, to help all residents stay active and engaged. Phone calls, video chats, and window visits continue to be arranged through the social work and activities departments. We are happy to assist in scheduling these visits; however, we do request they be limited to one per day so that we can assure all residents have equal opportunity.

**At this time, the following guidelines have been implemented at all of our communities:**

* Visitation at all skilled nursing and rehabilitation and assisted living communities continue to be suspended until further notice.
* Common areas, including handrails and door knobs, are disinfected frequently.
* Masks are being worn in accordance with local, state, and federal guidelines at each location.
* Social distancing must be observed at all times.
* All pet visits continue to be suspended.

**The following additional guidelines apply to independent living residents only:**

* Independent living residents are to follow the phases of reopening as directed by state and local governments in their community. We encourage these residents to continue to follow the best practices of social distancing, and to wear a mask when unable to social distance.
* Heritage independent living residents may not enter skilled nursing and rehabilitation or assisted living communities due to continued visitor restriction.

As more details are made available to us by state and local governments regarding time frames for the reopening of visitation in our communities, we assure you, we will immediately reach out to you with any information. We understand how difficult this separation is for you and your loved ones. Our compassionate staff continues to provide care, comfort, and love to each of our residents, and we thank you for all of the thoughts, prayers, and support you have offered them during this uncertain time.

We continue to seek God’s wisdom and pray for His supernatural protection for those whom He has entrusted to our care, as we seek to keep each resident safe, and to promote Hope, Dignity, and Purposeful Living in these difficult times.

Sincerely,



Lisa Haglund

President and CEO