



June 25, 2020

We have been notified that a team member at The Springs of Scottsdale has tested positive for the novel Coronavirus, also known as COVID-19. This team member last worked at The Springs of Scottsdale on June 17, 2020 and last visited the Tempe Home Office on June 15, 2020. As such, other team members working at The Springs of Scottsdale and the Tempe Home Office may have been exposed to the virus.

According to the Centers for Disease Control and Prevention (CDC), the virus is thought to primarily spread mainly between people who are in close contact with one another (within about 6 feet). Research is showing that the disease might be spread while a carrier is asymptomatic. If you experience symptoms of respiratory illness (fever, coughing, or shortness of breath), please inform human resources at LivWell@livcommunities.com and contact your health care provider. Liv will keep all medical information confidential and will only disclose it on a need-to-know basis. We are working with the Department of Health Services to conduct contact tracking and will notify all team members who we know have worked in close contact with the infected team member. Team members will be evaluated on a case-by-case basis by our Tempe clinical team consistent with CDC guidelines.

Liv Communities continues to take measures to ensure the safety of our team members during this Coronavirus outbreak, including:

- Established a task force to lead company-wide efforts to enhance the prevention of the virus and coordinate a cohesive response as needed.
- Reviewed all protocols for infectious and communicable illnesses and making necessary updates specific to what we know of the Coronavirus – both in preventative terms as well as if/when the virus was to make it to our communities.
- Increased housekeeping services in common areas including more frequent wipe-downs of high traffic areas.
- Communicated relevant protocols to all team members – ongoing.
- Added hand-sanitizing stations in common areas of all communities and offices.
- Enhanced the screening process of guests and visitors at our LivGenerations communities as well as shared common areas of our Liv multifamily communities,

requesting self-denying of access to those experiencing cough, fever, and/or shortness of breath, or those recently around people with the same; and then eliminating visitors and closing shared areas where appropriate.

- Reviewed and increased inventory levels of healthcare supplies, cleaning supplies, and nonperishable food supplies.
- Networked with industry and professional networks on best practices.
- Created a communication portal on our website for the most current information we have.

All team members should continue to follow recommended hygiene practices such as wearing a mask, frequently washing hands, using hand sanitizer, covering coughs and sneezes, disinfecting surfaces, and not touching your face, including eyes, nose, and mouth.

For more information on COVID-19, including symptoms and treatment, visit the CDC website at www.cdc.gov.

Our hearts are with all of you as our community works through this difficult time. We know this communication might leave you with concerns, fears and some additional questions. We are actively moving through options and realities and will be in touch if or when we are presented with relevant information to share.

In the meantime, please continue to stay in touch with any suggestions, concerns or questions at livwell@livcommunities.com. We are all working through this new reality together.

Sincerely

The Liv Well Task Force