

March 12, 2020

To Our Residents, Employees, Family Members and volunteers:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Thornapple Manor. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we don't have any cases in our community. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building.

However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as, prevent it from spreading throughout the community. At this time, we are restricting social or unnecessary visits to the facility unless a resident is actively passing away. Out of an abundance of caution, we are limiting all visitors to our facility unless absolutely necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building. We ask that all necessary visitors check in at the front desk upon arrival.

We understand that connecting with your loved ones is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media. If you believe a visit to the center is necessary, we request that you contact the front desk prior to your arrival. Also, if you need to pick up your loved one for any appointments, we ask that you contact the front desk and we will make arrangements for them to meet you at the front lobby.

Please make sure we have your most current, emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to our front desk with your updated contact information if needed.

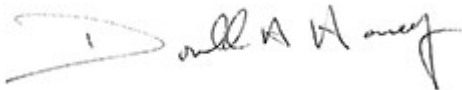
Residents, please help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with any individual. If you are experiencing a cough, fever, sore throat,

runny nose, and/or shortness of breath, please let a staff member know immediately. Thornapple Manor is following the recommendations of the CDC on prevention steps, including following strict hand washing procedures, and in many circumstances, wearing gowns and gloves when interacting with residents who present symptoms. We are staying up to date with the CDC recommendations as they may continue to change. In addition, Thornapple Manor is in close contact with the local and state health department, and we are following their guidance.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact us at: (269) 945-2407.

During this time, we greatly appreciate your understanding and patience. As you can imagine, this is a stressful time for not only our residents but also our staff. Please be assured that the safety of our Thornapple Manor Family is of the utmost importance. We are all in this together.

Thank you.

A handwritten signature in black ink, appearing to read "Donald A. Haney". The signature is written in a cursive style with a large initial "D".

Donald A Haney, NHA, CMA, MBA
Administrator