



EmpRes Healthcare Management, LLC

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Dear Residents and Families,

I am writing you on behalf of the EmpRes Healthcare Group family of companies because you or one of your family members is a resident in one of our nursing homes.

Over the past few weeks, the Coronavirus (COVID-19) outbreak has evolved across the United States. Certain parts of the country, including Washington state, Oregon, and California are experiencing an increase in cases of COVID-19. It is anticipated that the virus will continue to spread. Our hearts go out to all those who have been affected.

We share your concern, and we want to assure you that the health and wellbeing of your loved ones remains our top priority. I am writing to inform you of the immediate steps being taken to limit the risk of exposure to everyone at our Centers, including you, your loved ones, and our valued employees.

Our focus is on illness prevention. We are working closely with health officials and taking preventive actions, which includes implementing enhanced infection control procedures in accordance with the Centers for Disease Control and Prevention's (CDC) guidelines. As a first line of defense, we have employed a strict screening process based on CDC guidelines for all staff, residents, vendors, and outside visitors. We have prepared all our employees with specialized COVID-19 training, and we are also taking additional measures to reduce the number of outside visitors to our Centers. For the time being, we are minimizing congregation in common areas and reducing or eliminating group activities. As part of our normal course of business, our Centers are cleaned and sanitized daily. We have increased the extent and frequency of these cleanings, with particular focus on high-touch surfaces.

In accordance to the National State of Emergency declared March 13, 2020, all visitors, except those whose family are near end of life, are prohibited from visiting our Centers. As directed by healthcare officials, and under appropriate circumstances, we are also prepared to or have (i) immediately separate residents that show symptoms, (ii) discontinue admittance of new residents, (iii) further limit or not accept visitors when the time comes, (iv) require the use of available protective equipment, (v) encourage or require dining in private rooms instead of common dining rooms, and (vi) take other actions indicated by healthcare officials to protect you, your loved ones, our caring employees, and the community at large.

This is a rapidly developing situation that we will continue to monitor. We want to make sure you have the facts and understand the basics on how to stay healthy in your personal life. There are many resources available such as your local State Department of Health. The CDC website also has excellent information: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

We'd like to thank our staff, residents, and their family members for their combined efforts to help protect the people at our Centers from this virus. We are all in this together, and we are very proud of our healthcare workers who continue to provide quality care and essential health services to our residents in need. This situation has affected our communities and the way we live, travel, and interact. Still, it is inspiring to see people come together for the greater good.

We will continue to provide communication and updates on our website at www.empres.com. If you have further questions or concerns, or wish to speak with someone directly, we have established an information hotline at **1-855-931-1341**. This hotline is available 7 days a week, between the hours of 8a – 8p PST.

In the meantime, please be assured that our focus will continue to be the health and well-being of those we care for, our healthcare workers, and the communities we serve.

Sincerely,

Brent Weil, CEO

Our Commitment to Caring