



INSPIRED  
SENIOR LIVING

## A message from our CEO and President regarding COVID-19

We recognize this is an unsettling time, as the coronavirus (COVID-19) situation is rapidly evolving around the globe and governments, organizations and individuals struggle to determine a course of action. We are closely monitoring developments related to the spread of the virus, and our priority remains the safety and well-being of our residents and team members.

Like other organizations, we are: encouraging team members to, where feasible, work remotely; restricting business travel; encouraging virtual meetings; re-scheduling large events; ensuring our key suppliers have continuity plans in place; and doing all we can to keep our team members informed of COVID-19 developments and our plans.

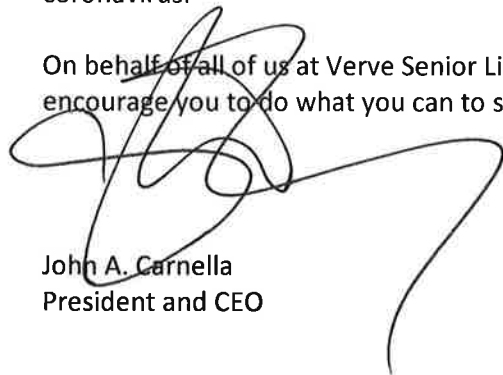
In this regard, in early March we established a Task Force comprised of seven of our senior Operations leaders. The Task Force is monitoring the information and recommendations from the relevant health authorities to ensure that our health and safety protocols meet or exceed the best practices. In this context, effective immediately, we are requiring that only essential visitors be permitted into our residences. Essential visitors are defined as **relatives who have a loved one who is critically ill**.

Essential visitors must comply with active screening measures, and those who fail screening or who refuse screening will not be permitted to enter; instead they will be asked to keep in touch with loved ones by phone or other technologies, as available.

It is reasonable to expect that we may need to implement additional measures to safeguard the well-being of those that live and work in our residences. The Task Force is in near-constant dialogue with regard to what actions we will take next and when we will take them. In all cases, we will put the health and safety of our residents and the staff who support them at the top of our list of considerations.

It goes without saying that our thoughts go out to anyone who may be affected by the coronavirus.

On behalf of all of us at Verve Senior Living, thank you for your continued trust and support. We encourage you to do what you can to stay healthy and protect the health of others.



John A. Carnella  
President and CEO