

Dear Senior Lifestyle Friends, Families, and Partners,

It is a privilege to address you on behalf of Senior Lifestyle's 11,000 team members, all of whom are committed to serving and caring for our 18,000 residents residing in Senior Lifestyle communities across the country. It goes without saying that the Coronavirus has changed how we care for our residents, manage our teams, and work to ensure the safety of our daily lives.

I would like to take a moment to update you on the actions that Senior Lifestyle communities have taken to ensure the safety of our residents and team members during this extraordinary time.

Understanding that this virus would likely impact our residents and team members, we began ordering extra supplies and personal protective equipment (PPE) in January of this year. As we continued to learn more about the virus and how it spreads, it became clear that changes to normal operating procedures would need to be implemented.

In mid-March, our communities suspended all new move-ins and virtually all community visitation. At the same time, we ceased communal dining and began to deliver all meals to residents' apartments. We modified and adapted resident programming to avoid group gatherings and worked to facilitate virtual interactions for residents and their families and friends.

In addition to modifying resident and guest procedures, we began to screen team members for the virus at the beginning of their shifts. This screening included checking for symptoms, taking temperatures and inquiring into contacts with potentially infected people. As of April 1, we increased team member temperature and symptom checks to the beginning, middle and end of each shift and added pulse oximeter testing to detect signs of infection. In addition, we required all team members to wear protective masks at our communities.

Senior Lifestyle communities are committed to continuing to implement practices to keep our residents and team members safe in line with current guidance from health officials. To accomplish this goal, we review operating procedures on a daily basis so that we are appropriately assessing and evaluating both current and prospective conditions and needs at each of our communities.

Our ongoing actions include expanding relationships with vendors to ensure that we have adequate supplies of PPE and contracting with a national laboratory to provide COVID-19 testing at our communities. This arrangement gives us the ability to collect test specimens for residents and team members on-site for analysis at an off-site lab. We are also working to source rapid testing kits which, once available, will allow us to move forward with plans to begin accepting new residents into our communities.

As we continue to address the COVID-19 crisis, Senior Lifestyle recognizes the extraordinary commitment of our team members who are performing essential functions at our communities - from hands-on care for residents who require assistance to ongoing maintenance, cleaning, meal preparation and activity programming. We have instituted "Hero Pay" for all community team members and are also providing other needed support resources including complimentary meals for all team members. I am truly humbled to work beside such amazing people who carry out our mission with dedication to our HEART values.

I would also like to thank our investors and partners for their understanding and support of all of the operational changes that have been implemented across their portfolios in order to create safe environments for our residents and team members. We could not have responded to the crisis as we have without their help and encouragement.

We know the time will come when daily operations, and life in general, will settle into a more comfortable, albeit altered, routine. Businesses will reopen and I am confident our economy will rebound over time. Throughout our 35 year history, Senior Lifestyle has always been there for our residents and their families, providing exceptional care and hospitality at our wonderful communities. Our team members are committed to carrying out our mission to enrich the lives of those we serve, current and future, with dedication to our core values: HEART - Hospitality, Excellence, Appreciation, Respect and Teamwork.

Thank you for the opportunity to serve you. Stay safe and healthy.

