

March 15, 2020

Dear Residents and Families of Splendido,

Given the rapid escalation of confirmed cases of the Coronavirus disease (COVID-19) across the country, Friday's declaration of a national emergency, and new guidance that is emerging almost continuously, **Splendido has made the difficult decision to suspend all visitors (including immediate family members) effective immediately. Only healthcare workers will be permitted at this time.** We will continue to reassess this decision in light of the threat that COVID-19 poses to residents.

Please know that this decision was not made lightly. We understand and appreciate that visits from family and friends are important to residents and those visitors, but **the health of residents is our utmost concern during this unprecedented time.** We have no known cases of COVID-19 within Splendido, and feel strongly that now is the right time to take this next step to continue to safeguard the health of our residents.

We also continue to ask that residents abide by the guidance from the Centers for Disease Control and Prevention (CDC), which strongly encourages people over the age of 60 to stay home. Because of this, we **strongly recommend that residents not leave the community** unless for an urgent medical appointment based on healthcare professional or advice from primary care provider.

Effective immediately, we are making additional adjustments to our operations including **closing our restaurants and offering meals for delivery instead; closing amenity spaces including the fitness center and programs;** and identifying ways to support residents such as securing groceries, sundries, and more.

We remain committed to transparency in communication with you and will provide additional updates as they are available until we are able to re-open the community to visitors. We understand that communication with your loved ones is incredibly important and encourage you to communicate with them in other ways such as the telephone, video chat (FaceTime, Skype, etc.), and email.

We continue to urge you to follow the CDC guidelines which includes washing your hands often with soap and water for at least 20 seconds (please wash your hands each and every time you re-enter your apartment home); avoid touching your eyes, nose, and mouth; cover cough and sneezes with a tissue and throw the tissue in the trash. If you have any symptoms, self-contain, please call your physician and follow their instructions and contact Concierge.

Should you have any questions, please let me know. Stay well!

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