



March 27, 2020

Dear Friends and Families,

We wish you and your families well. Our teams continue to work diligently to ensure we are prepared for Coronavirus (COVID-19). It is my great privilege to continue to serve each of you and your loved ones. I want to take this opportunity to thank each of you for your patience and understanding as we learn together how to manage this crisis. We recognize the cost of suspending visitation, communal meals and activities and are working very hard each day to come up with new creative ways to keep your loved ones engaged and encouraged. If your loved one is expressing needs to you, please communicate these needs to us so that we can problem solve the issues. Please heed the government warnings and continue to isolate and stay safe. We will continue to keep your loved ones safe as well.

Be well,

Your Liana Family

Community Updates

Access to our communities is currently restricted to medical care providers, hospice providers and immediate family members for end-of-life residents, per state guidelines. Please understand we are unable to make exceptions and will continue to review governmental directives. Our residents are among the most vulnerable and we are doing everything we can to protect them.

- We are following CDC and state recommendations for dining & meal service
- We are holding daily meetings with essential leaders to share updates and next steps
- We are providing enhanced cleaning throughout our community
- We are providing staff training on recognition of symptoms and reporting
- We are educating residents on best practices to prevent exposure and are providing daily updates on our community Touchtown platform and internal channels
- We have ordered additional supplies, including cleaning supplies, water, food, sanitizer, masks and gloves
- We are accepting new residents on a case-by-case basis, however, incoming residents will be required to self-isolate for 14 days



Dear Residents, and Coworkers,

I miss seeing your smiling faces and look forward to seeing everyone soon! I want to thank each of you for taking COVID-19 seriously, it is a beast! The sacrifices you are making to social distance from those you love and to cancel social plans are not made in vain.

In order to slow the spread of the virus and flatten the curve of this pandemic, it is incredibly important to follow the changing instructions for precautionary measures as directed by national authorities.

Winston Churchill shared these words in a very different context, but they apply to us all today:

We shall not fail or falter; we shall not weaken or tire. Neither the sudden shock of battle, nor the long- drawn trails of vigilance and exertion will wear us down. Give us the tools, and we will finish the job.

Together, we will get through this.

Fondly,

Your Liana Family

Tips to Protect Yourself

You can protect yourself and help prevent spreading the virus to others if you:

DO

- Wash your hands regularly for 20 seconds with soap and water or use an alcohol-based hand rub
- Cover your nose and mouth with a disposable tissue or flexed elbow when you cough or sneeze
- Avoid close contact (distance of 6 feet) with people who are unwell
- Stay home and self-isolate from others in the household if you feel unwell

DON'T

- Touch your eyes, nose, or mouth if your hands are not clean

(Source: World Health Organization)



Dear Families and Friends,

We appreciate your support during these challenging times. It remains our great joy to serve our residents, families and associates as our number one priority.

Our teams continue to provide customized care, compassion and smiling faces. Together we focus on adhering to government directives while helping residents to feel at home and stay connected with one another. Please do not hesitate to contact us if we may be of help.

From our entire team, we extend our best wishes for continued good health and safety.

Your Liana Family

Visitation Alternatives

At Liana, we have launched several healthy alternatives to traditional visits such as FaceTime, email, texts, skype, social media, phone calls and emails, window visits and more. Please reach out to us so that we may accommodate your special requests. We are happy to receive your suggestions for keeping residents positive and happy!

Social Distancing

At Liana, thoughtful programming remains a priority as we strive to provide vibrant Lifestyle programs in accordance with evolving safety guidelines as instructed by national authorities. Our team continues to encourage positive engagement while practicing social distancing to support our residents' overall happiness and wellbeing.



In this ever-changing environment, we continue to review our procedures daily in order to create the safest environment for our residents and associates. We appreciate your support and look forward to hearing from you.

LIANA