

March 17, 2020

Dear Resident,

The policies and operating practices we have implemented are serving our communities well. We will continue to follow them as previously announced and communicated. As of this writing we remain COVID -19 free.

You have doubtlessly been exposed to the rapidly increasing COVID information flow from the media. Throughout the country various efforts are underway on both voluntary and regulatory basis to attempt to manage the virus spread through hygiene practices and, importantly, effective management of "social distancing". This latter category is demonstrated in closure of certain business types, elimination of travel and elimination of larger group gatherings. The elimination of visitation is a key ingredient in managing the spread of the virus.

Previously, under direction of the Illinois Department of Public Health and guidance from federal agencies we eliminated visitation to Briarwood and Willows with only case by case exception for end of life situations. These requirements were mandated by our regulators and are now essentially universal throughout the country. The emotional hardships these restrictions can create are real and heartrending. They are necessary to help reduce the likelihood of viral spread.

We have also taken steps to increase social distancing through the cancellation of activities and the closure of communal dining throughout the community.

FSO managers in GreenFields and Friendship Village have invested deeply in modifying our operations to accomplish these changes and to deal with the "ripple effect" a specific process or policy change may create. Our staff that interacts most directly with residents has been outstanding in their commitment to our communities and masterful at dealing with changing circumstances, sometimes daily.

Today, the FSO Executive Team conducted a thorough assessment of our COVID-19 position with special consideration on the appropriateness of extending visitor restriction to the entire community. We have concluded this step should be taken to both promote increased social distancing and allow for the most effective and efficient use of our scarcest resource, our associates, many of who are having to function in areas beyond their traditional job assignments.

Beginning at 5:00pm on Thursday, March 19th and continuing until further notice, Visitors will not be permitted anywhere on the Friendship Village or GreenFields campus. Current Visitor restrictions in Briarwood and Willows will remain in place. A Visitor is defined as anyone who is coming to the community for the express purpose of meeting with a resident.

During this time we will continue screening procedures for staff. Ancillary staff, such as physicians who are not FSO employees, will undergo the same screening as will approved contract workers.

We will continue to allow new prospect and resident move-ins or admission and maintain resident movement through the continuum for any resident requiring a level of care change.

We are very pleased with the support residents have shown for dealing with the changes COVID has caused and thank you in advance for your support of this next initiative.

We will continue to keep you apprised of changes Friendship Village and GreenFields will make as external circumstances change.

Sincerely,
Stephen A. Yenchek
President & Chief Executive Officer