

March 20, 2020

To All Residents and Family Members:

First of all, I know you are unsettled about the global outbreak of COVID-19 (Coronavirus) and how this continues to deeply affect each of our lives. I want to let each of you know, that here at Kissito Healthcare our focus continues to be on your loved ones. We are working tirelessly to take every precaution necessary to ensure the safety and well being of our residents and employees.

In an effort to help facilitate communications to you, we wanted to post some updates on our ongoing efforts to combat the global COVID-19 (Coronavirus).

- Our company continues to work diligently to keep our facilities clean and sanitized: we have increased staffing to focus on greater infection control measures that have been implemented, increased hand sanitizers and re-educated staff on hand washing.
- We have been following CDC and CMS guidelines in restricting visitation of all visitors unless it is a life ending event. Additionally, we have placed STOP signs and locked doors restricting visitation until further notice.
- ALL staff and any others must complete a detailed questionnaire, have their temperatures checked and must wash / sanitize hands upon before entrance can be granted.
- We continue to educate daily on CDC and CMS directives and actively engaging with our staff.

As we all would desire for this to be short-term, we are realizing that this is most likely a marathon for all of us. We understand this is a very difficult task to digest right now but we all need to ensure we focus on the safety and well-being of not only our residents but all mankind right now. We know this virus is highly contagious and we must continue to follow the CDC and governmental regulations to minimize the risk to everyone. We ask everyone take necessary precautions and social distance even at home. We are working to continue to give you updates on your loved ones via phone calls, email, video conferencing, social media, etc.

We continue to pray for everyone and we ask the Lord for wisdom and guidance to direct us to make the right decisions as we continue to battle this virus. We thank each one of you again and appreciate your understanding and patience, please feel free to contact any one of our centers for assistance.

God Bless!

Robert McClintic II, Chief Executive Officer