

October 2, 2020

Dear Residents, Families, and Employees,

As we continue to learn more about the COVID-19 outbreak and how quickly it can spread, we have taken a number of precautions to keep residents and employees safe. Even with our best efforts, as we are all learning, this virus spreads quickly and is easily transmitted.

Our community is reporting to you today our first positive case of COVID19. The positive test is of an employee. We have every reason to believe that COVID-19 was not acquired at Heritage Woods of Rockford. The positive employee remains off work at this time. We have no additional residents or employees who are symptomatic or undergoing testing. We are following the direction of local and state health officials, as well as CDC guidance in regard to testing and quarantine, which will include mass testing of all employees and residents on October 6,2020.

Our thoughts and prayers are with all our residents and employees during this pandemic. Because of HIPAA privacy and confidentiality regulations, we cannot release any information that would identify the employee in this confirmed case. Our top priority is the residents, families and employees of our community. We have been monitoring the situation very closely with state and local authorities.

We have been and continue to be highly proactive in taking steps to help ensure the health and welfare of all residents and employees and limiting possible exposure to COVID-19 or other viruses. This includes the implementation of enhanced infection control precautions and enhanced staff training. We have also been proactive in monitoring the health of our residents and screening all employees. We have secured personal protective equipment to maintain safety for all of our residents and employees.

Given the risk of COVID19 to residents of congregate living facilities and to healthcare professionals, we have taken steps over the past few months to restrict visitors to our community and had previously canceled outings, large group activities and large group communal dining.

We are following the directives of state and local governmental entities. At present we can continue with outdoor visits, small group activities and limited seating dining services on week days. Should mitigation measure change in the region due to increase in positivity rate or additional directives from state regulators, we will need to restrict further activities deemed as high risk.

As always, we appreciate your patience and understanding during this time. If you have any questions, please do not hesitate to reach out to me.

Sincerely,

A handwritten signature in black ink that reads "Jacki O'Keefe". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

Jacki O'Keefe, Administrator