



**A message from CEO Chris Winkle: Our Commitment to You**  
**Tuesday, March 10 5:00 PM EST**

Dear Friends of Sunrise:

I am sure most of you are reading headlines each day about the Coronavirus outbreak across the globe and attempting to balance the need for normalcy with the natural instinct to protect family and friends. Rest assured that the fierce desire you have to protect yourself and your loved ones against this virus is not a weight you carry alone. I'd like to take a moment to tell you about how our team members are working tirelessly to help ensure that our residents remain healthy, and continue to receive the best care possible as we navigate this challenge together.

Remember, while the spread of Coronavirus is a major global concern, infection control is nothing new for us here at Sunrise. If you live in or visit one of our communities, you know that we fully grasp the risk that cold and flu season poses to our residents every year. Additionally, we have formed a task force of leaders to continually monitor the guidance of the Centers for Disease Control (CDC), the World Health Organization, and state and local health departments, so we have the most up-to-date information. We are always working to help prevent the spread of viruses in our communities by heeding these agencies' advice, as well as training (and re-training) our team members on evidenced-based infection control protocols, and encouraging sick team members or visitors to stay at home.

Importantly, at this time, we have made the decision to largely limit visitors from entering our communities out of an abundance of caution, and to be consistent with CDC and local health departments' guidance. We have strict screening processes in place to help make sure anyone who must enter our communities, such as vendors, is not exhibiting signs of illness nor has had contact with this virus through travel or exposure to those who are sick. This situation is fluid and we will continue to update our families on the steps we are taking, while balancing their need to maintain important family contact and our desire to create a happy and engaging home for all residents.

Sunrise is anchored in its unwavering commitment to the health and wellbeing of our residents, and in the strong training and processes that have been established over our nearly 40-year history serving seniors. What I hope you have seen over the past few weeks, and what you will continue to see as this situation evolves, is something that our families in the California wildfire region and hurricane belt experience often – the steadfast dedication of our team members.

Caring for our senior population is a great privilege and, as the saying goes, with great privilege comes great responsibility. Across our international footprint, significant resources are being brought to bear to help prevent the spread of Coronavirus and keep our residents and team members healthy. You can help by making careful decisions regarding outings, paying close attention to guidance from the CDC and your state and local health department, carefully screening yourself and those in your home for symptoms, and delaying your visit to our communities if you are sick.

I want to thank you for the trust you place in us every day. We are confident in our ability to care for you and your loved ones, and prepared for whatever comes next.

Sincerely,



**Chris Winkle, Chief Executive Officer**  
**Sunrise Senior Living**