



June 25, 2020

Dear Sunrise Residents and Families,

Each and every day, we continue our fight against COVID-19 and we want to make sure you know how committed we are to promoting health and wellness for you and your loved ones. As we have throughout this pandemic, we continue to closely follow and implement guidance from the Centers for Disease Control and Prevention (CDC) as well as other state, provincial and local health agencies.

We are listening to your feedback and working hard to carefully implement changes that will help foster joy for our residents and families as well as bring more meaningful experiences to our communities during these unprecedented times.

At this stage of the pandemic response, we are pleased to share our plans to offer opportunities for residents to spend time outside of their suites and enjoy additional activities that they love about their home at Sunrise. We will implement these plans while still maintaining important infection control measures. And, we will make changes slowly and with intention, so that we can monitor the outcomes and determine if we need to make any adjustments to best protect everyone in our communities.

In line with the reopening plans being shared by state and local officials, Sunrise has consulted with a number of clinical and infectious disease specialists including the CDC, CMS and local health authorities to develop our phased Resumption of Operations plan. We expect there to be three phases, and at this time, we are prepared to share details of Phase One. In determining whether or not communities are ready to move into Phase One, we will consider a number of factors including:

- The state/provincial and local area reopening phase as defined by government officials and corresponding restrictions for assisted living communities.
- The presence of any COVID-19 in our communities, whether that be confirmed diagnoses or suspected and/or symptomatic cases. Any community that enters Sunrise's Phase One must have at least 14 consecutive days with no confirmed cases of COVID-19 in their community.
- Continued compliance with infection control measures such as symptom screening, social distancing, use of face coverings and hand hygiene.
- Having sufficient personal protective equipment (PPE), cleaning supplies, and staff to support expanded operations.

For communities that meet these criteria, the details on Phase One are outlined in the attached **Phase 1 Resumption of Operations Overview**. During this phase, residents who are not experiencing any symptoms of illness have the option of participating in activities outside of their suites, which may include (subject to local area restrictions):

- Socially distanced dining in community common areas
- Small group programming
- Visitation with friends and families in a designated outdoor space
- Scheduled appointments with our in-house hair stylist

As it's critical that we remain vigilant in the fight against COVID-19, additional required safety measures will be in place as we implement these activities. This includes, but is not limited to maximizing social distancing, requiring masks for all participants (unless they are eating), hand washing prior to engaging in activities. All residents who choose to participate in any outside-of-suite activities are also asked to have a signed Acknowledgement and Agreement for Resident to Leave Suite on file.

Each community's specific Phase One plans may vary slightly based on local area restrictions and other factors, including the community's size, layout and more. You'll hear more about your community's plans in the coming weeks, including whether or not they are ready to enter Phase One. We will share more on Phase Two and Phase Three as details become available.

Our outstanding community leaders will continue to provide you with regular updates on your loved ones and communities. If there is anything else we can do to help your family feel supported, engaged and comfortable, please reach out to your community's leaders. We are here to serve you and always welcome your honest feedback.

Thank you for your continued trust and support.

Sincerely,

Jenifer Salamino & Jeff Slichta
Senior Vice Presidents of Operations



Our COVID-19 Safety and Wellness Measures

PHASE 1 RESUMPTION OF OPERATIONS

We work every day to provide a safe, comfortable and engaging home. While this home may look a bit different during the COVID-19 pandemic, we've consulted with a number of clinical and infectious disease specialists including at the CDC, WHO and CMS to design a dynamic plan to help our residents and families enjoy all they love about life at Sunrise.

RESTRICTED OPERATIONS

Personalized support as residents self-quarantine in their suites including in-room dining and activities.



GATING CRITERIA

Data-driven gating criteria established to guide when communities are ready to move into Phase 1:

- State/provincial & local area assisted living restrictions,
- 14 consecutive days with 0 active confirmed cases of COVID-19,
- Sufficient PPE, cleaning supplies and staffing to support expanded operations.



MOVE TO PHASE 1

Changes to operations will be made carefully and cautiously with continued focus on infection control measures.

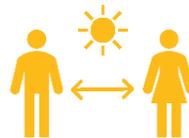
RESIDENTS IN PHASE 1 COMMUNITIES MAY PARTICIPATE IN:



Socially distanced dining in the community common areas



Small group programming



Scheduled socially distanced visitation with friends & families in a designated outdoor space



Scheduled appointments with our in-house hair stylist



Outdoor activities to enjoy fresh air

NOTE: Each community's specific Phase 1 plans may vary slightly based on local area restrictions and factors, such as the community's size. We will continue to monitor new information on COVID-19 as well as any impact the pandemic has on our communities as we consider future plans. Should we see a change in the virus or an increase in cases, we will pause our efforts, resume restricted operations protocols and evaluate next steps.

