

April 20, 2020

Dear Lorien Families:

As reported in the news, nursing home communities across the country continue to face challenges associated with COVID-19. In fact, Dr. Howard Haft, the Executive Director of the Maryland Primary Care Program at the Maryland Department of Health stated that "There will be people who get coronavirus at skilled nursing facilities -- that's unavoidable. Even with the greatest precaution and even with the most intense supervision, it's a disease that spreads so easily." While Lorien has not been immune to these challenges, we continue to put the health and safety of our residents and staff first, and lead through the lens of our "care forward" mission.

This week, the Centers for Medicare & Medicaid Services (CMS) is expected to announce the details of new rules requiring nursing home facilities to report their COVID-19 positive cases to residents and representatives. Lorien will, of course do so. But we want to reiterate that since the pandemic's inception, Lorien has remained committed to frequent and transparent communication with our families and staff. For example:

- Families proactively receive update emails from Lorien's corporate office every Monday and Thursday at 8 p.m.
- If there is a positive case of COVID-19, Lorien has immediately notified residents and families, as well as staff, who were in close contact with the confirmed patient.
- Families in locations with positive cases to date have also received immediate notification.
- Updates to policies and protocols have been emailed to families and posted in real-time on Lorien's dedicated [COVID-19 Resource Website](#).

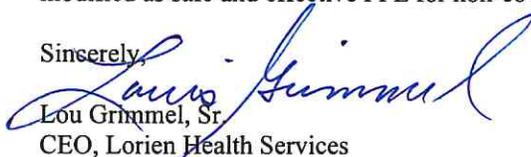
In our weekly update emails, we will now also report positive cases across our 13-facility system. Remember, if your loved one is impacted by a confirmed case, we will still contact you directly.

As a result of our efforts, today, Lorien is caring for only four known positive COVID-19 cases out of 1,200 plus patients and residents across our 13 facilities. We have implemented all health and safety measures outlined by our local and state health departments, trusted medical professionals, and the Center for Disease Control (CDC), and we will continue to work closely with them to prevent and mitigate the spread of COVID-19 in our facilities. In addition, Lorien has devoted full-time staff to procure adequate supplies of personal protective equipment (PPE).

We know each week brings different emotions. It is extremely important to maintain connection with your loved ones, and our staff is available to help facilitate interactions digitally while visitor restrictions are in place. [In a previous letter](#), I detailed several ways to do this. If you are having difficulty utilizing technology to speak with your loved ones, please let us know and we will be happy to help.

I'd like to close this update with some positive press highlighting our "Lorien Heroes." On Friday, Lorien's Elkridge facility joined The Maryland Stork Lady in a WMAR-TV feature on our "Heroes Work Here" signage. [Watch the clip here](#). And today, we announced a partnership with the Baltimore Ravens, securing 3,000 ponchos that will be modified as safe and effective PPE for non-covid residents.

Sincerely,



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