March 19, 2020

At Lakeview Village, the health and well-being of those who live and work here is our highest priority. In response to COVID-19, we are taking extraordinary measures to prevent the spread of the virus in our community. For 56 years, we have been committed to keeping our residents and staff safe, and we are taking every precaution to respond to this serious global health issue at the local level.

Lakeview Village is strictly adhering to directives from the Centers for Diseases Control and Prevention and the Centers for Medicare and Medicaid Services, as well as guidance from the Kansas Department of Health and Environment and the Johnson County Department of Health and Environment. As this fluid situation evolves, we will continue to keep you updated via on-campus communications and other community-wide channels. We appreciate your cooperation, which allows us to operate safely and effectively.

We each have a role to play: The best prevention is consistent hand-washing hygiene, coughing/sneezing etiquette, avoiding crowds of 10 or more, and practicing social distancing by keeping at least six feet distance between you and others. Sanitizing areas and restrooms are located throughout our buildings, and we encourage their use. Our residents and staff are also urged to postpone discretionary travel and to remain at home if they experience respiratory symptoms or run a fever, as well as to isolate for 14 days after returning from travel to high-risk areas.

The following policies and procedures affect visitors to various parts of our campus in Lenexa, Kansas:

Effective March 10, 2020, employee health screenings began, and on March 12, we began requiring all staff on every shift, as well as vendors, providers, and essential visitors, to pass through a central health screening checkpoint in Heritage Place apartment building at 9100 Park Street. Everyone responds to a short health questionnaire and has their temperature taken. If they don’t meet the requirements set by the CDC, they will not be allowed entry.

Continuing Care Neighborhoods: We are adhering to requirements from Medicare and Medicaid Services that restricts all visitation to our healthcare centers, which includes the Centerpointe Long-Term Care Center, Assisted Living, and Eastside Terrace Inpatient Rehabilitation. Visitation exceptions may be made for end-of-life circumstances, with prior approval and a health screening.

We ARE allowing those who are receiving outpatient therapeutic services in Eastside Terrace to continue, after a health screening.

Please note that our social work team is working closely with families to facilitate communication, using Skype, FaceTime, and other means, to prevent residents from becoming socially isolated. Please call the social worker who is working with your loved one for more information.

Independent Living Neighborhoods: We are discouraging visitors to our other independent living neighborhoods, including Southridge, Northpointe, Garden Cottages, and Villas, unless you are providing care for your loved one or are accompanied by a Lakeview Village team member.
If you wish to learn more about our programs and services, we encourage our prospective residents and their families to stay in touch with us via Skype or FaceTime or by calling the Sales and Marketing Department at 913-744-2449.

We are also allowing access to our Child Development Center, through a dedicated entrance for parents and children, allowing Lakeview Village employees and members of the community to continue to work.

**Meals are being delivered** daily to all residents’ homes, including breakfast for the next morning.

Community-sponsored events and outings are cancelled, but we have many resident-led and staff-led programs in place that allow residents to continue to stay in touch with each other.

**Sunday Church Services are being recorded and televised** on our in-house channel.

The What-Not-Shop, pool, and Eastside Terrace fitness center are currently closed, but our therapy department is visiting residents’ homes to keep them fit.

**An Open Letter from our Chief Executive Officer, Robert I. Clausen, Jr.**

We want to assure you that Lakeview Village’s local executive leadership and local Board of Directors is taking every appropriate measure to protect the health of our residents, staff and the community as a whole. We are working tirelessly to monitor and implement guidance from public health professionals, as well as relying on the expertise of our own Emergency Preparedness Team, which has successfully used the protocols and guidelines that were already in place to address earlier intestinal flu and respiratory outbreaks.

I am proud of the fact that Lakeview Village’s strong financial standing allows us to commit the necessary resources to address the COVID-19 virus head-on, while still providing a stable and healthy environment for our nearly 700 residents and 600 team members.

I have witnessed countless examples of a selfless community spirit that enlivens our purpose at Lakeview Village--to serve the older adults of our community, who have served our society well for so long. This recent email from one of our residents says it best:

“Kudos to all of you. You folks are really taking care of Lakeview residents so well. You have all hustled to get decisions made, memos produced, and tonight's dinner out on schedule. You are making the proper decisions for our safety, and this is much appreciated. Between the Lakeview app, TV Channel 2, daily memos slipped under our doors, and postings everywhere--communications are the best. We couldn't be in a better retirement community. Again, thank you.”

We appreciate our residents and dedicated team members, as well as the community that has supported us since 1964. Our best days are ahead of us!

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