



A Letter to Residents & Families from CEO Mohammad Qazi

Following the declaration of a National State of Emergency in relation to COVID-19 (Coronavirus) on March 13, all skilled nursing centers and assisted living communities – Ciena Group facilities included – will be restricting visitors, volunteers and non-essential health care personnel for the foreseeable future. Exceptions will only be made for certain compassionate care circumstances, such as end-of-life situations.

The health and safety of our residents is our first and foremost priority. Because the population we work with is especially vulnerable to potential infection, it is absolutely essential – and now mandated – that we take these preventive steps.

We understand visitor prohibition will disrupt important and meaningful family and friend interactions with our residents. Our caring and compassionate employees will do their best to utilize alternative means to facilitate communication between guests and loved ones such as telephone conference calls, text message, FaceTime, or Skype.

To further protect against the transmission of COVID-19, all employees, essential health care vendors and emergent visitors will continually be screened for:

- Confirmed/suspected contact with any individual diagnosed with COVID-19 in the preceding 14 days.
- Confirmed/suspected contact with anyone who has traveled to/from any international country with a CDC Level 3 travel advisory in the preceding 14 days.
- Fever with a history of international travel within the last 14 days.
- A diagnosis of pneumonia or lower respiratory tract infection in the last 14 days.

These enhanced measures are also in place:

- Daily temperature readings for all employees, residents, and emergent visitors.
- Monitoring for respiratory symptoms which include dry cough and shortness of breath.
- Suspending non-essential group outings.
- Applying social distancing of six feet for any required group engagement.
- Washing hands often with soap and water for at least 20 seconds.
- Encouraging employees to stay home when sick or when a loved one is sick.

We will continue to proactively monitor, evaluate and respond to the impact of COVID-19 and keep you apprised of any necessary updates. Thank you so much for your support, understanding and cooperation during this challenging time.

Sincerely,

Mohammad Qazi

President & CEO | The Ciena Group