

April 27, 2020

Dear Residents and Family Members:

North Oak Senior Living is committed to protecting residents and employees from high-risk infectious diseases or illness, everyday – regardless of season or sickness. We do this to ensure our employees, residents, and visitors can enjoy their time at any of our North Oak Senior Living communities.

All of our employees are trained in Standard Precautions as outlined by the Wisconsin Department of Health (DHS) which includes:

- Hand Hygiene
- Personal Protective Equipment (PPE)
- Cleaning & Disinfection
- Respiratory Hygiene (Cough Etiquette)
- Waste Disposal

With the increase in illness in order to keep our residents and employees safe we have implemented the additional steps when it comes to our community:

- Encouraging relatives and friends to use video chats to connect with their loved ones
- Screening all medically necessary visitors
- Screening staff multiple times throughout the day
- Practicing “safe-at-home” practices having residents remain indoors and within their individual units

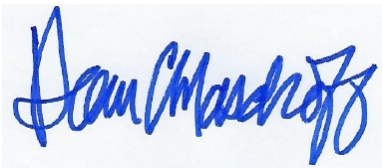
Outside of the Community building, to help prevent the spread of any illness, the Center for Disease Control (CDC) recommends the following precautionary measures and guidelines to keep you healthy and prevent the spread:

- Wash your hands with soap & water
- Use an alcohol-based sanitizer
- Practice social distancing, maintaining a 6’ distance between each other
- Avoid high-touch surfaces in public spaces

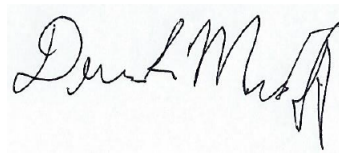
- Avoid touching your face, nose, eyes, etc.
- Clean and disinfect household objects and surfaces in your home

We appreciate the understanding of all residents, employees, family and friends during this period. Together, we will continue to fight this virus and work to keep each other safe and healthy.

Sincerely,



Dean C. Maschoff
Co-owner



Derrick C. Maschoff
Co-owner