

March 12, 2021

Dear Family Members and Guardians,

It has been nearly 6 weeks since my last message, and I wanted to take a moment to share some updates with you. I am happy to report that nearly 95% of our clients have been fully vaccinated and are COVID free. Currently, only 30% of our team members elected to receive the vaccine. We continue to experience positive cases of COVID among both employees and clients.

The COVID response team meets weekly to discuss additional ways to allow our clients to safely resume additional activities. Following are the team's most recent decisions:

Family Visits

Family visits may resume in the client homes beginning Monday, March 15th. **All visits must be scheduled by contacting the manager at least 24 hours in advance.** Visitors are required to wear a face mask even if they have received the COVID vaccine. For at least the next 30 days, visits in the home will be limited to 2 hours, and only 2-3 guests are allowed at a time. We urge all visitors to take their temperature prior to visiting. If you are not feeling well or are exhibiting any symptoms including fever, body aches, etc., please reschedule your visit. **Some homes may be under quarantine and are unavailable for in-person visits.**

As we shared in February, some of you have asked about the number of people in the home that have received the vaccine or who in the home has not been vaccinated. This information is protected by HIPPA and we will not share this information with clients, guardians, or anyone who is not considered one who "needs to know" under the law. Our team members, vaccinated or not, are continuing to use the precautions outlined by the CDC to protect your love one.

This has been an incredibly challenging year for everyone, but especially our team members who work in the homes with your loved ones. Because of our critical staffing shortage, many of our employees work overtime and spend long hours away from their own friends and families. Please be kinder than necessary when visiting your loved ones and take a moment to thank their team for their hard work.

Restricting outside visits for more than a year also means our facilities team has only been in the homes for emergency repairs. We are currently conducting an environmental review of all our homes and will be making necessary repairs over the coming months. If you have specific concerns, please share them with the manager. Please be patient as we prioritize these repairs.

Client Visits to Other Homes

We know that our clients miss their friends and family members. Clients may begin visiting their friends in other client homes, if a limited number of people are present during the visit. We recommend groups of 12 people or less. We encourage these visits to be held outside, weather

permitting, or that friends gather at a local park or a restaurant. Clients are encouraged to wear PPE if possible and continue social distancing.

Case Management

The Department of Mental Health will be requiring case managers to make in person visits to homes beginning April 1st. We will be cooperating with case managers but are also encouraging them to limit the time they spend in the home and visit outdoors when possible. We are encouraging ISP meetings to continue remotely and will not be hosting these meetings in the home or at our corporate office.

Tomorrow will mark the one-year anniversary since our COVID team first came together and made many difficult decisions, including restricting all visits with your loved ones. This has been a difficult year for everyone including you, your loved ones, and our Emmaus team. However, because of the incredible commitment by our team members to ensure the continued health and safety of our clients, we have persevered. We are thankful that their work helped to mitigate the impact of the virus.

God bless,

Cindy Clark

President & CEO