



Dear Hallkeen Family Member,

As we all navigate the fluid situation and changes brought on by the Coronavirus (COVID-19), I want to reassure you all Hallkeen Assisted Living Communities take the safety and health of our residents and associates as our top priority.

We are communicating with and receiving updates from: local, state, and federal government health agencies on any changes to operating policy, regulatory guidance and general community directives.

Out of necessity, we have had to restrict all visitors to all Hallkeen Communities until further notice. We have been directed to allow only outside emergency services, essential healthcare providers, hospice or hospice related services, essential private duty caregivers, and life-safety-related vendors to enter our communities. All people entering our communities for any reason will be screened before entry. If you believe your visit falls within these limitations, please contact the Executive Director first before coming.

We are working to provide any technical upgrades needed to facilitate a higher level of virtual communications between residents and families who do not already have that ability in their apartments.

We continue to monitor new developments and evaluate precautions daily and we are committed to protecting our residents and staff. As regulatory and policy directives evolve, we want to reassure our residents and families we will communicate changes to the best of our ability and remain focused on maintaining quality of life, engagement-- to the extent allowed, and safety.

Please visit the Hallkeen website [Hallkeen.com](http://Hallkeen.com) for additional updates. Thank you for your patience, your understanding and your trust during these challenging times.