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IMPORTANT FRIDAY MESSAGE

Landis Homes Residential Living Update December 4, 2020

From Michelle Rassler, Executive Director, Landis Homes

Larry and I feel compelled to share this important message with each of you in Residential Living at Landis Homes. Throughout these past nine months, we have been inspired by your steadfastness in adhering to guidelines that have significantly changed the way you live your life. When the stay at home orders were in place and the campus was closed to visitors, we know many experienced feelings of uncertainty and isolation. As difficult as it was, there was still a sense of security because the measures were working and very few cases of COVID-19 were identified on campus.

Since that time we have been taking careful steps to reopen safely. You have continued to follow the established guidelines and together we have done very well in enabling the return of some key areas for exercise and socialization. The number of COVID-19 cases in Residential Living remained very low through the Summer and Fall but now we are seeing that change.

Since November 18, we are aware of 22 residents who have been tested – 12 have been negative, eight have been positive and two are still pending. This is causing great concern. The team met this morning to discuss additional support services that will be offered to RL residents on quarantine to lessen the chance of exposure to others. As I mentioned Wednesday, to this point we have not identified spread on campus. The surge in the greater Lancaster area is resulting in residents becoming infected while off campus.

Some of you have been asking where the affected residents live and what will happen next. The residents currently quarantined with COVID-19 are in South Campus cottages, West Campus cottages, Hybrid homes and apartments. There is not a cluster. What that means for each of us is that we need to assume that any person we interact with – at Landis Homes or in the broader community – may be asymptomatic positive. That does not mean we live in fear, but we must practice extreme caution and monitor our own behaviors when indoors and around others.

As far as what happens next, shutting down campus again has been discussed. However, we do not see a complete campus shutdown as the way to go at this point. As we enter the winter months, **we are asking you to make the personal decision to only leave campus for essential reasons like doctor visits and to obtain groceries.** We know this is difficult, but right now it is critical.

I have permission to share with you the story of the in-laws of one of our team members. The mother-in-law decided she would return to Sunday church services. She sat in the back of the church, thinking that would be a safer place to be. Unfortunately, she contracted COVID-19 and became ill. Her husband then became ill as well. He passed away a few weeks later.

Several other team members, myself included, have experienced significant illness within our families. And some team members have



also been seriously ill. Although we may feel that there is nothing we can do, each of us is not without tools to stop the spread of this virus. Our biggest tool is to control our behaviors and always remember that the behaviors we choose affect others. When we are through this pandemic, I don't want to be mourning losses that just don't need to happen. Please continue to pray for all of us who are part of Landis Homes and Landis Communities.

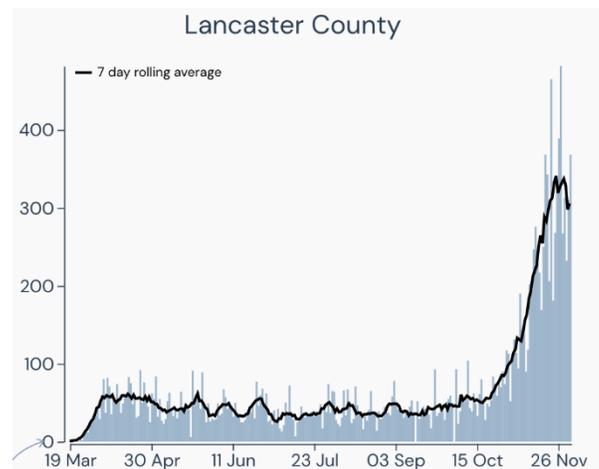
From Larry Zook, CEO, Landis Communities

I have spent significant time since the start of the pandemic reading, learning, researching and advocating for the ways to best protect the residents, clients and team members across Landis Communities.

None of us have ever experienced a global pandemic of this magnitude. We have relied on experts and government agencies to help guide our efforts and we have made the best decisions we can for all we serve.

One of those experts, Dr. Robert Redfield, head of the Centers for Disease Control and Prevention, said on Wednesday, "The reality is December and January and February are going to be rough times. I actually believe they're going to be the most difficult in the public health history of this nation, largely because of the stress that's going to be put on our health-care system."

Yesterday the hospitals in Lancaster County reported having only seven of 80 ICU beds available for patients because of the recent surge in COVID-19 cases. The spike in local cases is shown in this graph. Hospitals are also facing significant staff shortages and the possibility of needing to reduce elective surgeries due to the pandemic.



Although this is an especially challenging time, with a vaccine on the way, there is hope. It was promising to hear this week that the CDC will be encouraging states to prioritize long-term care settings like nursing homes and personal care homes as the distribution of the vaccine begins. It is possible that we could see this start to roll out as early as this month. We expect to hear more from the Pennsylvania Department of Health on their approach in the coming days and will share that information with you.

We have used the analogy of our journey with COVID-19 being like a baseball game. At Landis Homes, we are very fortunate to have been leading through much of the game. We have had some rough innings, but thanks to each of you and an incredible staff team, we have rallied and come together when things were tough. Although we have a few difficult months ahead, with the vaccine on the horizon I would like to think that we are reaching the eighth inning. We need to stay focused a little longer to finish this "game" with our collective team healthy and strong.

I know this is absolutely the worst time of year for us to pull back on activities and ask you to stay home, but that is what we are asking. The surge in cases is real and if we do not make sacrifices now the results could be catastrophic. I feel I can speak for the entire team in saying that it is a privilege to serve at Landis Homes. Thank you for your trust and your encouragement throughout this pandemic. Let us continue to protect and care for each other to the best of our ability.