



March 24, 2020

Communication to families and friends of our patients and residents: Our responsibility in navigating
COVID-19

A communication to Paramount's patients, residents, family members, staff and friends from
James J. Cox, Paramount's CEO and President.

Our world is currently challenged with an issue of enormous scale and human impact, and we would like to extend our heartfelt sadness and sorrow to all who have been affected by the outbreak of coronavirus (COVID-19).

At Paramount, we believe it is our responsibility during this time to prioritize three areas of concern: the health and well-being of our residents and staff members while also having an interactive relationship in supporting local health officials and government leaders as they work to contain the virus. In addition, communication to all of those lives we touch is also a priority in order to create a level of comfort for everyone that has a relationship with the team here at Paramount. With that thought in mind, we will continue to make decisions with the integrity guided by my Paramount Story and Our Mission and Values.

I am reaching out to you and providing an update on the actions that Paramount is taking to help prevent the spread of the virus and support the health and well-being of our residents, staff and our communities in which we serve.

You may be aware that over the last few weeks we have taken a series of precautionary steps in response to this developing public health impact, including an enhanced set of procedures for our health care and senior living buildings. We have also prepared our team to respond quickly to any emerging situation. It

is unfortunate, but we at Paramount have had to implement a few unpopular procedures in order to protect the lives that we directly manage.

1. Effective March 16, we have restricted the entrance from all people excluding those professionals providing health care services to our patients and residents. Of course, we are allowing our staff to enter the buildings in order to provide care to our seniors in which we treat as we do our beloved family members.



2. Effective immediately, anyone that enters the building, including staff will be stopped at the front door to be assessed and have vitals such as a temperature taken before proceeding to various areas of the property.
3. Patients that are experiencing end of life status will be permitted to have visitors and friends as necessary.
4. We are implementing a communication method for all visitors, family members and friends that will be communicated in a few days. We are attempting to provide a method so that we all may enjoy the company of our incredible people that reside at Paramount.
5. I will be publishing a weekly update in order to communicate to all Paramount patients, residents, staff, family members and friends. Please continue to visit our website at www.paramountseniorliving.com for updates.

We appreciate your understanding that, as a life that we touch, your Paramount visit may look different as we navigate through this time together. While we are currently maintaining regular operations across America, our health care teams are prepared to modify operations with options that still allow us to care for people. This means that as we navigate this dynamic situation community-by-community, we may

adapt to the requirements of the state and federal government. In any such situation, we expect disruption to be temporary.

Thank you for being a loyal Paramount consumer and thank you for your dedication and support during these evolving times for our senior living community, company, and world. It is our intent to remain transparent, in providing the latest information from the Paramount team and myself.

We are privileged to serve you and your community and look forward to seeing you soon. Thank you for allowing us and trusting us to serve your loved one.

Sincerely,

James J. Cox
Paramount CEO and President