

Army Residence *Community*

Dear ARC Family, Friends, and Supporters,

These are unprecedented times in our country. As the novel coronavirus 2019 (COVID-19) is having a greater impact on our local community and throughout the United States, our thoughts are with all those who have been affected by this virus. The health and safety of our residents, employees and all of their family members are of paramount importance to us.

As part of our commitment, we began taking actions as soon as the Covid-19 situation was identified and are carefully monitoring it. Along the way, we have taken aggressive measures in order to protect the entire community and provide regular updates to our residents and employees. We are following expert guidance from a variety of sources including the Centers for Disease Control, the Texas Department of Health and Human Services, Centers for Medicare and Medicaid (CMS), San Antonio Metropolitan Health District, Bexar County, and additional agencies/health care supporting organizations and providers.

Out of an abundance of caution, we are taking great measures to ensure the protection to our ARC family. We have asked all visitors to limit their contacts to phone or video conversations and not physically come to campus. All essential personnel and contractors are screened diligently, asked to fill out a questionnaire detailing their health and travel patterns, and temperature checks are being conducted. We are aggressively cleaning all areas several times a day and all social dining rooms are closed. Also, social gatherings are happening in smaller groups of less than 10. In our healthcare operations, where more of our at-risk residents reside, all visitations have stopped.

We are also meeting daily as a team to discuss any updates from various agencies on the virus to make adjustments to our plan accordingly. Additional measures may be undertaken for necessary or recommended safety and security at the ARC. Because this is a rapidly-evolving situation, we feel it is important to share with you about the steps we are taking to keep our residents, our employees and our community safe and healthy.

Wishing you safety and good health,

Steven E. Fuller, CEO