



All Team Members,

Over the last week, much has happened regarding the global Coronavirus (COVID-19) situation and how we are responding to keep our team members as safe as possible, while still delivering outstanding care to our patients.

We have a crisis response team that has gone from meeting twice a week to daily. We continue to monitor what the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) are recommending in regards to team member and public safety.

Over the past two weeks we have provided:

- Tips about pro-active protection from the virus
- An in-depth training course via our Relias education center
- FAQs to people managers
- Updates on social media and Elara.com
- Electronic marketing collateral for sales as certain facilities have stopped allowing in-person visits
- Patient flyer with virus information and prevention tips
- Several live webinars with Q&A sessions

Also, beginning today, we have the ability to send audio updates to team members' phones. Please be on the lookout for those messages, as we strive to ensure we are keeping as many team members as possible up-to-date on what Elara Caring is doing to ensure team member and patient safety, while still delivering outstanding quality of care.

The CDC has updated its personal protective equipment recommendations for home health care workers, as noted in a note we sent from our Chief Nursing Officer, Marcy Miller, earlier this week.

We are also creating a variety of contingency plans in case the situation continues to escalate.

Stay tuned for additional information regarding what we are doing to combat COVID-19 at Elara Caring. In the meantime, if you have any questions, please send them to communications@elara.com.

A handwritten signature in black ink, appearing to read "Scott Powers", is located below the main body of text.

Scott Powers

Chief Executive Officer

3.13.20