



All Team Members,

The global Coronavirus (COVID-19) situation continues to draw attention. I wanted each of you to understand Elara's Caring goal is to keep our team members as safe as possible and still deliver outstanding care to our 60,000 patients daily.

We sent out a tip sheet earlier this week about pro-active protection from the virus, and also provided a more in-depth training course via our Relias education center for all team members.

Our clinical staff is monitoring the situation very closely and we are working on additional steps our team members can take to help prevent exposure to the virus. The World Health Organization has advised about plenty of misinformation regarding COVID-19, and we will do our best to provide the most current information to our team members.

Our mission of delivering the Right Care, at the Right Time, in the Right Place doesn't change because COVID-19. However, we are also not going to put our team members' health in jeopardy along the way.

We are also focused on being the partner of choice for our referral partners during this difficult time. We have our own infectious disease protocols and are busy implementing them to make sure our referral sources remain very comfortable sending patients our way to receive outstanding care.

Great companies rise to the challenge when difficult situations like COVID-19 present themselves. I am very confident Elara Caring will demonstrate our ability to be an industry leader by our pro-active and positive actions during this time.

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](mailto:communications@elara.com).

A handwritten signature in black ink, appearing to read "Scott Powers", is positioned above the printed name.

Scott Powers

Chief Executive Officer

3.6.20