



March 15, 2020

As you know, we are facing a global pandemic due to the novel (new) coronavirus disease 2019 (COVID-19). United Methodist Communities (UMC) understands the anxiety, uncertainty, and frustration that this is causing. As your President and CEO, I want to assure you that the health and well-being of our residents, clients, and associates remains paramount. We continue to work tirelessly and comprehensively to help ensure everyone's health and safety.

We have formed a COVID-19 Response Team representing every UMC location, which communicates regularly and meets via conference calls seven days a week. In addition to our longstanding infection-control procedures, we are following expert recommendations from the Centers for Disease Control (CDC), the New Jersey Department of Health (NJDOH), and county health departments.

Recognizing the potential danger this virus poses to our residents and out of an abundance of caution, we are severely limiting visitors to all communities. They may enter only when absolutely necessary for the health, well-being, or aid of a resident. We have implemented a robust screening process to deny entry to anyone who exhibits signs of illness, has traveled internationally, or has had contact with anyone exposed to COVID-19.

Specific to our full-service communities (Bristol Glen, Collingswood, Pitman, and The Shores), we are taking the temperature of every vendor, visitor, and associate, and prohibiting entry to anyone with a fever of 100.4 degrees or above. Resident temperatures are now taken twice a day; anyone with a fever above 100.4 will be quarantined in their apartment for 14 days. To further enhance safety, we have asked the residents to voluntarily remain on their campuses.

HomeWorks, UMC's homecare division, is taking measures to monitor all clients, caregivers, and nurses for symptoms. Caregivers are equipped with protective equipment to use as the need arises.

I want to thank our associates for their dedication to our residents and clients. Their service and commitment to our mission is humbling. Without this valued team we would not be at the forefront of the COVID-19 response. Thank you all from the bottom of my heart.

In this dynamic and ever-changing situation, we want to be sure that our residents and clients remain safe and happy. We are implementing Zoom technology in our communities, which will allow family visits. UMC has also enabled a new voice-accessible COVID-19 HOTLINE feature providing residents and families a place to access information anytime through their ALEXA devices or direct dial. The direct dial numbers will be posted on the UMC website; [www.umcommunities.org](http://www.umcommunities.org) on Sunday, March 15. Any questions can be sent to [Covid19@UMCommunities.org](mailto:Covid19@UMCommunities.org). Please check the COVID-19 Response on our website, in addition to updates we will post on social media. As a faith-based ministry, we will communicate relentlessly and transparently as the situation evolves.

Thank you for your understanding and support. Please keep United Methodist Communities in your prayers as we navigate this together.

Blessings,

A handwritten signature in cursive script, appearing to read "Lawrence", written in dark ink.

Lawrence D. Carlson  
President and CEO