

March 25, 2020

Dear Residents of RiverWoods Durham, RiverWoods Exeter, and Birch Hill,

The last few weeks have brought many changes, none of them fun. As we have followed and now led the guidance from the CDC, CMS and NH DPH, it has been a whirlwind of new information for us, and for you, on nearly a daily basis.

Our decision this week to close the campuses was the hardest one yet. As much as we believe that it is the best thing we can do to keep you safe, it hit home. It felt personal. It limits freedom and it makes your world smaller.

It has also raised quite a few questions, frustrations, and pushback from residents at each community. I want you to know we hear you. We are listening and taking note of all of this so we can best address these concerns and help you understand our reasoning behind these decisions. I'd like to address a few of those for you.

**1. Why did we take this step before the NH Governor acted?**

Honestly, I can't believe the Governor hasn't acted yet. The number of positive cases of COVID-19 in NH is growing rapidly, and the first death was reported over the weekend. But the Governor has many facets to consider, and we only have one – the health and safety of you and our staff team. We're not trying to dictate your life; we're trying to keep it.

**2. If Staff members get to "go home" and go to the store, why can't we?**

None of our staff lives at the community (though it may feel that way with many of our leadership teams working 7 days per week). They need to go home, they need to buy essential groceries for themselves or their families, and they need to clean their own homes. We do all that for you. We cannot operate without our staff so they need to come and go, you don't. The fewer the people who come and go the smaller the risk. Additionally, we continue to screen our staff every day with checking their temperatures and monitoring to ensure they are not showing any symptoms or signs of illness.

Our staff are also being asked to live a smaller life right now, too. We have implored them to “come to work, go home, eat dinner, go to bed, and come back and do it all over again.” They have a personal responsibility to reduce the risk too, and we expect the same from them as we do you.

### **3. Why can't we just go for a drive?**

I know this one is tough for most folks. But every time someone leaves our campus and returns our control gets smaller and our risk goes up. There is a greater risk for someone to get in a car and have options of stores, friends, or places to visit. While there is still a risk of this with people walking or biking, the risk is far less. I know this isn't fun – but for now it is the right thing to have strong restrictions. It isn't forever, but it is for now.

The harsh reality of this is that if we had a positive case at one of our communities, we would have even stronger restrictions, and they would be dictated by the Department of Public Health. We are taking these strong actions now to reduce the chance that we will have to take stronger and more drastic ones later.

### **4. I have medically necessary appointments I must make, the doctor's office is careful, why do I have to self-quarantine?**

First, let me say that self-quarantine is not punishment, it is self-preservation. When and if you are out in public you have increased the risk of being exposed to the virus. The community spread is so prevalent right now that any location you go that is around other people is just not a risk we are able to take. Self-quarantining limits that your exposure becomes the community's exposure.

### **5. What does “self-quarantine” mean? Is there a difference between “quarantine” and “isolation”?**

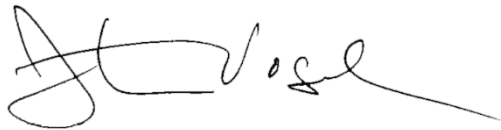
*Self-quarantining* means you have to stay in your apartment unless you are going outdoors for a walk. No use of common areas, and all meals and other items will be delivered to you. If you need to go outside (say to walk your dog, or to take a walk) you need to wear a mask (we will provide you with a cloth one – not the best but the best available right now), wear

gloves on your way out (so you don't touch any surfaces) and not stop and talk to other residents or staff. This isn't punishment – it is separation and safety.

*Isolation* means you are not allowed to leave your apartment at all, even to go for a walk. It would be enacted if you are presumed to have been exposed to COVID-19, or you have been presumed or confirmed to be positive for COVID-19. Isolation is much more limiting, as you would be strictly confined to your apartment at all times.

I know this sucks. It does for us too. But we have to be in this together and remember that we are a community that is taking a strong stance in favor of your health, your safety, and your support for one another.

You are grownups and you can make your own decisions, but right now the decisions you make can impact the lives of your friends, your neighbors, and our staff. Right now, this is bigger than just you. Make good choices.

A handwritten signature in black ink, appearing to read 'Justine Vogel', with a long horizontal line extending to the right.

Justine Vogel  
TRWG CEO