



March 27, 2020

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

Yesterday Governor Sununu issued a “stay at home” order, ordering all non-essential businesses to close as of 11:59 p.m. on Friday March 27. This is something we had hoped the Governor would do, and we believe that required “social distancing” will eventually help us stem the tide of the COVID-19 virus.

After thoroughly reading the order, nothing indicates that we would need to implement any additional protective measures at any of our communities; in fact, I believe we are doing all the state suggests and more.

We continue to have a few folks who are choosing to leave campus via car for personal preference. I cannot urge you strongly enough to *stay put*. Everything we read, everyone I talk to around the country, and every bit of data suggests that we are only at the beginning of the bad time. We want nothing more than to stay in “preventive” mode; even if it is unpleasant, even if it isn’t fun. This is about protection and prevention. And you can help with that by staying home, remaining flexible about the “normal services,” and maintaining a sense of humor. Right now, our leadership and our staff are focused 100% on COVID-19 issues. This is all about you – just a little different than the ways we are normally “all about you.”

I have been asked by both residents and staff how long we think we will be in our local “stay at home” mode. The Governor’s order is through May 4 (5 weeks from now). I would suggest we think of this in four-week increments. We are one week into the first four – one down three to go... then we will head into the next four-week cycle... and I think we have to consider there may be a third four-week cycle. Honestly, it is going to suck, but we can do this. The longer we stay in prevention mode the healthier we stay, and the more freedom we have later.

I have also been asked why we aren’t “masking” our staff if they are out in the real world when they leave work. The simple answer is that there is a global

shortage of personal protective equipment (PPE). As it turns out, much of the world supply of PPE came from Wuhan China. That's unfortunate.

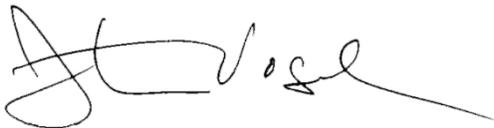
Much like every other health care provider, we are searching far and wide for masks. A HUGE thank you to our residents at every community who are making cloth masks. Please keep at it – this is a big help to us all.

As the weeks go on we may need to make additional changes in regular operations. As always we will keep you informed of the what, and the why to any changes. Rest assured any change will be made with your health and safety in mind. On that front, please ask your family to send their love, but not flowers.

So, for now, stay 6 feet away from your friends. You can do this; I believe in you! Don't gather in groups that prevent you from being 6 feet apart. Go for a walk (6 feet apart), get some fresh air (6 feet apart) – are you seeing a theme here? Call your friends and family (remember that thing called a telephone?), but please, don't leave your community unless your life depends on it. Because it might.

Thank you.

Stay healthy my friends.

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

Justine Vogel
TRWG CEO