



April 19, 2020

Dear Birch Hill, RiverWoods Durham and RiverWoods Exeter residents,

The most confounding thing about this virus is how long symptoms take to show, and the fact that some people can be infected, be asymptomatic for the full course of “illness,” and still spread the virus.

When that reality started to become clear to us we began working to get our staff and health care residents tested prophylactically. That was not a simple process due to the lack of testing kits nationwide, but we stayed with it. Our governor supported the idea and then expanded it, by implementing testing options for all long-term care workers in Rockingham and Hillsborough counties.

We decided early on that our staff testing would be mandatory, not voluntary; because with the asymptomatic cases that is the only way to really *know*, even if it is only knowing at a point in time. Testing began on Friday and will continue through tomorrow. Over the course of four days we will have tested over 700 staff members system wide and nearly 200 residents who live in our health care settings. In fact, our RWE campus is hosting the testing not only for RiverWoods employees, but also for more than 500 staff members at other Seacoast area long-term care facilities. The testing is “drive up” style, meaning no one is getting out of their vehicles or entering the community.

Results from our Friday testing have come in, and more results from our Saturday- Monday testing are expected throughout the course of the next several days. At this point we know that we have some health care residents in our Birch Hill community, and some staff at Birch Hill that are asymptomatic, but positive. Those folks, and their families, have been notified. Any staff member that tests positive will isolate at home until they are safe to return to work based on CDC guidelines. Our health care residents will isolate in their rooms for their own safety and that of the community. Our nursing staff at Birch Hill has begun to wear gowns as an additional protective measure and will implement additional

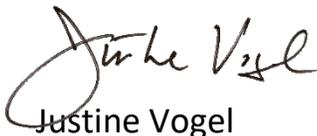
restrictive measures on health center operations. We will share those details in a memo from Linda Phypers, and me to the Birch Hill residents.

The vast majority of our positive cases are asymptomatic at this time, though we don't yet know if they are "pre symptomatic" or "asymptomatic." With the long incubation period of this virus that is something we will not know for several weeks. In the meantime, we will continue to provide our best care and we will continue to keep you updated with any relevant information.

More results will come in over the next few days. With the spread that is occurring in our region it is likely there will be more tough news to share as the week goes on. While we hope for all good news, we know it is highly unlikely. These are facts that are hard to know but **knowing is better than not knowing** – it allows us to adjust as well as possible to limit any impact or spread. We will keep you updated as we know more, and we know that you will understand if those results lead to other temporary changes in our operations.

I will end with this for today: I am proud of the way our teams have handled this pandemic. They have shown nothing but dedication and commitment to doing all that we can to keep you healthy. They should be your heroes, because they are mine.

Stay healthy my friends,



Justine Vogel
TRWG CEO