



March 31, 2020

Dear The Commons in Lincoln Residents and Family Members,

The Commons in Lincoln is closely monitoring the coronavirus (COVID-19) pandemic. In our commitment to being transparent, yesterday, March 30, we were informed that one of our associates and one of our residents, both devoted members of our community, were confirmed positive for COVID-19.

As we continue to adhere to the latest guidance from the public health authorities, the positive resident has been placed in isolation. Any associate providing direct care to this individual has been instructed to take all appropriate precautions, including wearing full personal protective equipment. The associate who received positive test results will continue to remain out of the community and will do so until public health authorities give clearance for a safe return. If a resident has been affected – whether they have tested positive or have been in high exposure to someone who has – their families have been notified, and we continue to directly provide them with updates on their loved one.

The health and safety of our residents and associates are our top priority and we are taking proactive measures to protect you and your loved ones. For residents in our independent living apartments, we are checking in each day to ask each person whether they are having any of the typical symptoms of COVID infection, and then offering to assist them if they are. We are also following guidelines from public health authorities, including the Centers for Disease Control & Prevention (CDC) with regard to our campus's assisted living, memory care, and skilled nursing facilities. Over the past several weeks we have taken numerous proactive measures in an effort to reduce the potential spread of the virus. Among others, these include instructing associates, when medically indicated, to wear the appropriate protective equipment when providing care; maintaining an inventory of supplies and personal protective equipment at our community, and conducting a daily inventory of personal protective equipment supplies throughout the company; monitoring assisted living and skilled nursing community members for symptoms closely, including taking their temperature daily; modifying group programming to limit interactions among residents; and enhancing cleaning activities using specialized products.

While we cannot comment on any individual resident's health status, we are taking steps as a general measure across all communities to implement additional precautions for the

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particularly vulnerable residents in our Harbor Mind and Memory neighborhoods. These include assigning dedicated staff to care for memory care residents, utilizing a separate entrance into the community, where possible, and having them avoid visiting other communal areas; and implementing enhanced associate and resident engagement activities in order to maintain safety, structure, dignity and connection for memory care residents.

As part of these protective measures for our assisted living, memory care and skilled nursing residents and associates, visitors are restricted to healthcare providers or family members providing direct care or visiting loved ones receiving end of life care, and we have suspended all new resident move-ins to provide additional protection for our residents and associates and to further limit outside visitors.

Benchmark will remain in communication with the public health authorities in order to monitor this situation and take any additional steps, as necessary. For the latest information about the actions we're taking to prevent the spread of the coronavirus, please bookmark our online resource center and visit it regularly -

<https://www.benchmarkseniorliving.com/helpful-solutions/benchmark-coronavirus-covid-19-resource-center>.

Every resident, family member, and associate is an important part of The Commons in Lincoln family, and we will continue to support one another during this time. As a reminder, if you are a resident and are feeling unwell, please bring this to the immediate attention of an associate. As for families and loved ones who are outside our community, we will do all we can to help you remain connected to the resident who is so important to you, as our visitor policies evolve. We understand this is a difficult time for all, and we are committed to remaining in constant communication as this situation evolves.

Please do not hesitate to reach out to us at healthquestions@benchmarkquality.com.

Sincerely,

Bob Moran
Senior Vice President of Operations
Benchmark Senior Living

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