



April 10, 2020

Dear Lorien Families:

This week, and this weekend, marks for many the first family holiday under COVID-19 pandemic circumstances. This is hard. And we know with each week that passes, it gets harder.

Lorien was built on the foundation of family taking care of family. This holds true today more than ever before. Our dedicated team continues to care for your loved ones as if they are their own. You may notice new signage in front of our locations boldly stating, "Heroes Work Here!" Your patience and encouragement give our Lorien heroes the strength they need to take on these long days. Thank you for your support.

Every day, COVID-19 news alerts inundate us with the latest virus statistics and safety concerns, often leaving us with more questions than answers. We understand that you could be overwhelmed with multiple reports in the newspapers, on television, and shared through social media. It can cause an increased feeling of anxiety, uncertainty, and distrust.

We want you to know that Lorien is committed to being a trusted resource. If your loved one is impacted by a confirmed case, we will contact you directly. You can also expect email communication from the corporate office that will be proactively sent every Monday and Thursday at 8:00 p.m. This email will detail any other important updates or simply state, "There are no important updates at this time." Additionally, you can reference our website for updated COVID-19 information: www.lorienhealth.com.

While there is a lot of fear around these uncertain days, we have also found a great deal of hope and love that surrounds us too. Enjoy your holiday weekend. Break bread with your loved ones virtually, and know we are taking good care of them while you maintain your distance.

Sincerely,

A handwritten signature in black ink that reads "Lou Grimmel, Sr." The signature is fluid and cursive.

Lou Grimmel, Sr
CEO, Lorien Health Services

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