



Date: Friday, May 22, 2020

To: All NLCS Stakeholders

From: Cyndi Walters, NLCS Chief Operating Officer

Subject: NLCS Re-opening Update

As both Maryland and Virginia joined many states across the country last week to implement the first phase of re-opening their economies, we know that the timing of our communities returning to “normal” operations will look much different than the business community around us. In fact, like all of life around us, it is likely that we will all be learning a “new normal” as we advance out of our current COVID-19 culture.

From the onset of this pandemic, we have taken a proactive approach to protecting our residents, clients and team members. Over the past couple of weeks, the leadership teams across our organization have taken an equally proactive approach to begin collaborative conversations that develop our own re-opening plans. Topics such as when and how will we return to group worship and community life, when and how dining venues will return to normal operations, and when will we be comfortable lifting restrictions on visitation are being discussed. Our priorities at all times will be the health and safety of our residents, clients and team members.

Because of the geographical and service lines differences across our organization, we will likely be looking at separate plans and timelines depending on each local situation. In all cases, we know that this will not be a “flip the switch” scenario, but more of a slow methodical process of opening services and visitation that will be at a slower pace than the state re-opening plans. As an example, although both Maryland and Virginia have moved to “safer at home” guidelines, all of our communities are still operating under “stay at home” guidelines.

Before we relax any current policies, we must ensure that new policies, procedures and safety measures are in place to support our ability to maintain the health and well-being of those in our communities, following guidance from the local and state health departments, the CDC and the Centers for Medicare and Medicaid Services.

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Our cautiousness does not overshadow our enthusiasm for the day when our residents can return to their community events and our families and volunteers can return for visits. Please keep in mind that our openings will take time and patience as we understand the risks involved with relaxing current restrictions. However, we all need to realize that the relaxation of restriction exposes everyone to greater risk of contracting the virus. Additionally, if we see a spike in cases at any time after relaxing the restrictions, we may have to take a step back to a more restrictive environment.

We are all learning to manage our lives around COVID-19. Proper hand hygiene, social distancing and masks have become a part of our daily lives and vernacular. We encourage everyone to continue with these fundamental practices that both prevent and slow the spread of the coronavirus.

As we've faced these unprecedented times together, we recognize the sacrifices that each resident, client, family and team member have made over the past three months. We are grateful for your continued patience, prayers, and encouragement and look forward the re-opening of our communities.