



March 23, 2020

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

While we are not sure of the steps that our Governor will take, or when, regarding a “shelter at home” order, we want to be proactive in any way we can to help keep the coronavirus out of our communities.

To *really* do that we would need to essentially put a bubble around our communities. Unfortunately, that is impossible as we need staff to come to work for essential health care, cooking, cleaning, maintenance and screening activities. We are working on ways to reduce the number of staff we have on site to limit that risk, but some roles really are essential.

In addition to our staff coming in, some of you have been leaving the community to do shopping or other errands. With the potential long duration of time between exposure and symptoms this adds a risk to you, to your neighbors, and to our whole community. That isn't a risk we are willing to take.

With the growing community spread in New Hampshire, we have decided to “close” our campuses starting March 24th and until further notice. That means:

- If you leave the community, for any reason, and return you will be asked to self-quarantine in your apartment for 14 days. This includes medically necessary doctor appointments. This is about safety for the community.
- If you have already been quarantining and you leave the community, you would need to restart your 14-day quarantine period.
- Walking or bike riding, outside and off campus, is fine for *exercise* so long as it is done by keeping a 6 ft distance from the nearest person. If you walk “to” someplace (like a store) that would require self-quarantine.
- Any new move ins to the community are required to self-quarantine for 14 days upon move in.
- We will provide necessary food /essential items during a self-quarantine period, but you would need to stay within your apartment for that full time period.

Your Executive Director will be sending out another memo with community specific procedures.

Please continue to check yourself and your symptoms daily (unexpected respiratory issues and fever) and report any concerns to us. If you have any symptoms please do not leave your apartment, and notify us and your primary care provider.

Our whole goal is to get to the other side of this pandemic with you healthy, and our staff healthy. That goal drives these measures. As long as we can keep the virus out, we can continue to use our common rooms in limited ways, and it lightens the burden on staffing... which means we can have fewer staff coming into the community daily.

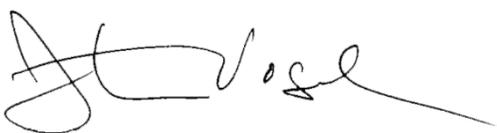
You have a responsibility to yourself and your neighbors. We need to encourage you to keep that. Please do not use your best judgement on this. Use mine. Stay home, within your community.

We will continue the meal service that has been in place this past week, and will also continue to provide take out items in the bistros. We will also increase our stock within the country/community stores to try to meet your “non grocery” item needs. For as long as practical we will provide some shopping for non-grocery items. We are working on a variety of options with local grocers, though options may be limited. Details to follow on how this will work going forward.

Further, we have made the decision to delay any Monthly Service Fee rate increase until at least the fall. We understand that your portfolios have been adversely impacted by the market events. We hope that our delaying a rate increase will allow you to concentrate right now on other, more important, matters.

This is hard stuff, and things (like case totals and local impact) will likely get worse for a while before they get better. We are in this together, and in this unknown time frame we have to continue to adjust as necessary to do everything we can to keep you and our staff teams safe and healthy. We will all be inconvenienced, in some cases greatly, and we will need to adjust our daily existence to live as safely as possible. We cannot use our staff resources to “police” your actions and moves, so please commit to following these rules and doing your part. Your actions will impact lives.

This is a challenge none of us have faced before, but we will get through this together. Stay healthy my friends. We will continue to share updates and adjustments as we go.

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

Justine Vogel
TRWG CEO