

# *New Perspective.*

April 14, 2020

Dear Residents, Tenants and Family,

If you are watching and reading the news, you likely have gleaned that healthcare providers continue to be on the receiving end of a voluminous serving of guidance on various aspects of the fight against the spread of COVID-19 from a multitude of federal and state agencies. I have likened this to drinking from a fire hose given the amount and rapid-fire delivery of guidance that has and continues to be generated with changes in some cases happening one day to the next.

My message to you today is a reiteration of our commitment to you, our residents, tenants and family members. As we continue to navigate along this unprecedented journey, we remain steadfast in our commitment to doing what is within our power to prevent the spread of the virus to and within our communities. We remain equally committed to supporting our team members, our heroes, who are on the frontlines of this pandemic who demonstrate their dedication to our residents and tenants each day.

An assurance I wish I could provide but cannot is that we will escape this pandemic without having someone we care about impacted. What I can assure you is that if there is a case in one of our communities in which a person is found to have been directly exposed to a confirmed case of COVID-19, upon receipt of notice of the exposure from the Department of Public Health, the individual exposed or in the case of a resident with cognitive impairment, their legal representative, will be contacted by our community leadership. Please know that due to privacy obligations we will be limited in the information that can be shared; but, again, notification will be expediently provided.

As I mentioned in my letter last week, many have asked how they can show their appreciation and support for our front-line team members and assist team members in need. The Team Member Helping Hand Fund is an independent organization established to assist New Perspective team members facing certain financial hardships. There are two ways to donate:

- By check: Make your check payable to the **Team Member Helping Hand Fund** and mail to: Team Member Helping Hand Fund, 5900 Clearwater Drive, Suite 500, Minnetonka, MN 55343.
- By credit card: Call 952-241-8293 or email [tmhelpinghandfund@npseniorliving.com](mailto:tmhelpinghandfund@npseniorliving.com) and leave a message with your name and phone number. A helping hand fund representative will call you to take your payment information over the phone.

On behalf of our team members, I thank you for your ongoing words of encouragement, gratitude and support, which continues to bolster our team members in their resolve against this pandemic.

As always, if you have questions or need assistance, please do not hesitate to reach out to your Executive Director.

Warmest regards,



Chris Hyatt  
President