

Dear families and friends,

At all times, the health and wellbeing of the people we serve and our employees is our top priority at Cardinal Services. As concerns around COVID-19 (coronavirus) grow, I want to assure you the agency is heeding the guidance from federal and local authorities.

While we cannot stop the virus' spread to Indiana or even the area we serve, we will take all necessary and needed precautions prescribed by authorities to try to minimize its impact.

Cardinal is taking a number of steps to ensure health and safety:

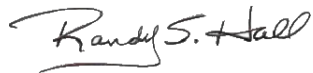
- coordinating a prevention and response plan with the health department and other health experts;
- bolstering food, water and medical supplies;
- educating persons served, employees and visitors on responsible actions, like a flu shot and proper hygiene;
- developing contingency plans for the suspension of services or quarantine; and,
- frequently disinfecting surfaces at all Cardinal sites.

We understand that some individuals are especially vulnerable to this virus, and we are committed to providing spaces with limited risk and prepared responses.

Thank you for your trust in Cardinal and I invite you to stay in regular communication with the agency and its employees.

Any questions or comments about Cardinal's response to the coronavirus can be directed to Executive Vice President Matt Boren at matt.boren@cardinalservices.org or 574-371-1374.

Sincerely,

A handwritten signature in black ink that reads "Randy S. Hall". The signature is written in a cursive style with a horizontal line underneath the name.

Randy Hall
CEO/President
Cardinal Services