



ELMCROFT™
BY ECLIPSE SENIOR LIVING



EMBARK
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COVID-19 UPDATE - March 15, 2020

We continue to closely monitor the evolving COVID-19 situation, and we remain steadfast in our commitment to the health and safety of our residents and associates as our top priority. We keep very close track of all federal, state, and local alerts, which provide evolving requirements for senior living communities like ours, and we take action to ensure we comply with recommendations to prevent the virus from entering our communities.

We are very thankful that at this time we have no known cases of COVID-19 in our communities. Nonetheless, we are prepared with effective protocols, supplies, and procedures should the need arise. In an effort to continue to protect the health of our residents and associates, as well as to comply with federal and state mandates, we have taken many precautionary measures in our Elmcroft and Embark communities, including:

- Restricting and screening visitors according to local and state guidelines
- Replacing group dining in our dining rooms with meal delivery to resident rooms (this change does not apply to our Chronicles Memory Care residents)
- Switching from china to single-use disposable dinnerware.
- Suspending group activities
- Suspending all resident trips outside of the community, other than for medical purposes
- Increasing the frequency of cleaning
- Reviewing and reinforcing infection control protocols
- Increasing food and medical supply levels

These operational changes have been made very thoughtfully and in the best interest of our residents' health. Social distancing has been identified as a recommended preventive practice, so we have incorporated that concept into the operation of our communities.

We know that visits from loved ones are an important part of our residents' lives, and we realize the visitor restrictions may impede that. We encourage loved ones and family members to communicate with residents through phone, email, and other remote methods. To that end, we are supplying all of our communities with tablets set up for video calls between residents and family members.

We are so thankful for the dedicated staff in our communities who continue to passionately deliver quality care and services to our residents. We also thank our residents and their family members for placing their trust in us. It is our privilege to provide excellent care and services to our residents each and every day. We remain focused on our company mission: to enrich the lives of the individuals who live and work with us by responding to their unique needs and universal desire for dignity and respect.