



COVID-19 UPDATE: APRIL 14, 2020

These are surely extraordinary times as the world faces historic challenges with the growing COVID-19 pandemic. The world may have changed, but our commitment to resident care and services has not. At Eclipse Senior Living we remain strong in our commitment to the health and safety of our residents and associates as our number one priority. We continually monitor all federal, state, and local alerts, which provide updated requirements for senior living communities like ours. Each and every day we take action to ensure we comply with recommendations to help prevent and mitigate the virus in our communities. Many of our communities have been visited by state or local agencies to review our protocols and preparedness, and we're proud to say our teams continue to pass those reviews with flying colors.

To protect the health of our residents and associates, as well as to comply with federal and state mandates, the protocols below were implemented previously and remain in effect for all Elmcroft and Embark communities during this time:

- Only essential personnel are allowed in the community. Visitation is restricted, other than certain visits to those receiving end-of-life care services. Everyone entering the community must pass screening criteria, including having temperature taken and recorded, and they must wear mask and gloves
- All staff wear masks and gloves while in the community
- All staff have temperature taken and are screened for symptoms prior to each shift
- All Assisted Living and Memory Care residents are monitored for symptoms of COVID-19, including having temperature taken daily
- Group dining in our dining rooms is suspended and replaced by meal delivery to resident rooms (or dining with social distancing in the case of our Chronicles Memory Care residents)
- Meals are provided on single-use disposable dinnerware
- All group activities are suspended

Although it has been very challenging, thanks to our Procurement team working around the clock, we currently have supply of Personal Protective Equipment (PPE). All communities currently have supply for all staff to wear surgical masks and gloves while at work.

Group activities are suspended, but our staff continue to engage one-on-one with residents and have personal visits with each resident while delivering meals. We have embraced the concept of *physically distanced, but socially engaged*, as our teams use this time as an opportunity to be creative, find new ways to serve those we support, and demonstrate true, individualized relationship-centered care.

We've seen staff dressed up as Easter bunnies, residents becoming pen pals with other communities, walkie-talkie bingo, personal notes of cheer written on resident meal packaging, singing and dancing in the hallways, visits through windows, and so much more. It truly warms the heart. Our mission at Eclipse – to enrich the lives of those who live and work with us – is guiding our decisions as we support ways to bring our residents, families and associates together.

We know the visitation restrictions create a hardship for residents and loved ones, as staying in touch is so important. To that end, we provided facebook Portal tablets to all communities to support visits via video. Our staff enjoy facilitating these virtual visits, and they mean so much to our residents.

Finally, we are so proud and appreciative of our heroes who come to work at our Elmcroft and Embark senior living communities every day, every shift. Their compassion and commitment are unparalleled. We are extremely grateful for each and every one of them and applaud their bravery and dedication as they continue to provide excellent care and service to our residents. We also thank our residents and

their families for patience and support during this stressful and uncertain time. It is our privilege to provide excellent care and services to our residents every day.

