



April 29, 2020

Dear Residents, Families, and Friends,

We hope this update finds you doing well physically, emotionally, and spiritually during these challenging and unprecedented times. We hope to provide an update today to assure you that even in this uncertain time, our community teams are prepared and committed to continuing to provide excellent care and services across all of our Elmcroft and Embark senior living communities.

Across all of our communities, our commitment to compassionate service remains strong. The health, safety, and wellbeing of those who live and work with us are at the forefront of our focus, as we continue to monitor for COVID-19 symptoms every day, and take quick action if symptoms are exhibited. Our community teams are well prepared and are experienced in executing stringent infection control protocols.

As a company, we continue to monitor all federal, state, and local alerts, as guidance and recommendations continue to evolve. Our communities are staying in close contact with the Public Health Departments and abiding by guidelines set out by their respective state and by the CDC. Teams are working diligently to execute infection prevention and control procedures. These protocols are frequently reinforced with both associates and residents.

Our procurement team works every day to provide our communities with personal protective equipment (PPE). The team is constantly working to identify additional sources for needed products during this challenging supply situation.

Based on recommendations from the CDC, as well as state and local authorities, and in order to protect the health and well-being of our residents and associates, we previously implemented restrictive protocols across all Elmcroft and Embark communities. The restrictions include:

- All visitation is suspended (but virtual visits are encouraged!)
 - Certain visits to those receiving end-of-life care may be allowed, however, everyone entering the community must pass screening criteria, including having their temperature taken and recorded, and they must wear a mask and gloves
- Group activities are suspended
- All meals are served to residents in their rooms on disposable dinnerware (or if needed, with social distancing for our Chronicles Memory Care residents)
- All assisted living and memory care residents are monitored for symptoms of COVID-19 daily, including having their temperature taken
- All associates wear masks and gloves while in the community and follow strict hand-washing procedures. Additional PPE, including gown and goggles, is required in specific situations, such as caring for a symptomatic resident
- All associates have their temperature taken and are screened for symptoms prior to each shift. If an associate does not pass this screening, they are not permitted to enter the community
- Deliveries have been modified, such that vendors do not enter the community
- Enhanced and frequent cleaning protocols have been implemented



We know these restrictions create challenges. Our community staff works every day to keep all residents socially engaged, while physically distanced. We've had a lot of positive feedback from both residents and their loved ones who are taking advantage of the virtual visit option using our communities' tablets. These video calls provide some small comfort of face-to-face conversations between loved ones, and our teams are happy to facilitate them. If you'd like to set-up a virtual visit with a resident, please call the community to get it scheduled.

Although group activities are suspended, our staff continue to engage one-on-one with residents in creative ways. This one-on-one time with residents has allowed staff to get to know the residents even better through personal conversations, going for one-on-one walks, doing crafts together, watering the community garden together, and more. Community teams are doing a great job of keeping residents happy and engaged in these challenging times.

We've received so many cards and letters from you thanking our associates. All of our associates at Elmcroft and Embark communities continue to go above and beyond at a time when the world seems uncertain. They show compassion, commitment, bravery, and dedication to providing services to our residents every day.

During this ever-evolving COVID-19 situation, Eclipse communities continue to care for our residents and associates first. Following strict procedures and protocols is not only required, but top-of-mind, in all Elmcroft and Embark communities. Our mission remains the same as it's always been: to enrich the lives of those who live and work with us. This mission continues to guide our decisions as we support responsible ways to bring our residents, families, and associates together during this uncertain time.

Sincerely,

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

Kai Hsiao, CEO
Eclipse Senior Living



