



COVID-19 Update: March 27, 2020

The COVID-19 situation has affected all of us in many ways. The situation continues to evolve, and we remain strong in our commitment to the health and safety of our residents and associates as our top priority. We continually monitor all federal, state, and local alerts, which provide updated requirements for senior living communities like ours. We're also sure to follow guidelines from the Centers for Disease Control and Prevention (CDC). Every day, all day, we take action to ensure we comply with recommendations to prevent the virus from entering our communities, and to be prepared and take appropriate action in the case that it does.

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:

- Visitation is restricted to only those receiving end of life care services. Those visits still require screening to enter the community.
- Group dining in our dining rooms is suspended and replaced by meal delivery to resident rooms. However, our Chronicles Memory Care residents eat in the dining room with appropriate social distancing and cleaning protocols.
- Meals are provided on single-use disposable dinnerware.
- All group activities are suspended.

Virtual Visits have been very well received by our residents and families. Our associates enjoy helping make them happen. We know the importance of staying in close contact with loved ones. Tablets have been provided to each community to facilitate these visits for all residents.

In addition, community staff continue to engage residents in one-on-one activities, and ensure all residents are safe and comfortable. We've seen photos of walkie-talkie bingo, doorway exercises, pen pal letter writing, and many other engaging activities with happy residents. Community staff have been very creative and energetic in leading activities, while incorporating social distancing and safety precautions.

Once again, we are filled with gratitude for the dedicated associates at all of our communities who deliver caring, quality care and services to our residents. We also thank our residents and their family members for patience and support at this challenging time. It is our privilege to provide excellent care and services to our residents each and every day.