

Dear Residents and Families,

At the start of this week, March 23, 2020, we are blessed to report that there are no reported or confirmed COVID-19+ residents or team members working across the Thrive Senior Living portfolio, which includes your community.

Last week, we sent a survey to all families asking for feedback on the best ways to support your loved ones during this COVID-19 pandemic. Many thanks to those of you who responded so quickly. I have personally read each and every survey. What I've learned is that the communities are doing an excellent job communicating and caring for your loved ones overall. However, the bullets below outline the areas where we can improve:

- When possible provide families with notice before the changes are made.
 - This makes great sense. When providing notice isn't an option, such as when the community has a potential COVID-19 case, we move swiftly to put prevention measures into place and then ask the community Presidents to notify the residents and families.
- Provide more Facetime and phone call opportunities with loved ones.
 - Consider this done. We will be surveying families on an ongoing basis to assure you are satisfied with our outreach efforts.
- Tell us more about the precautions the community is taking. Below are a few terms that you might find helpful.
 - **Personnel Protective Equipment**, (PPE): is worn by all team members, when necessary. Examples of PPE: masks, gowns, gloves, goggles, etc.
 - **Non-communal Environment** means that residents can move about the community while practicing social distancing; however, they will not dine together or participate in group activities.
 - **Quarantine**: All residents are asked to remain in their suites and team members will be wearing various forms of PPE. We do this as a precautionary measure when we are evaluating potential exposure risk.
 - **Isolation**: All residents are asked to remain in their suites and team members will be wearing head-to-toe PPE.

In closing, we are most appreciative for those that have taken the time to complete the survey. If you haven't had time to complete the survey, please do so, as we value your feedback. We are committed to keeping our residents, families, and teams informed and will continue to reach out with frequent updates.

In Good Health,
Tammy L. Marshall
Chief Experience Officer

Thrive Senior Living

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