



April 15, 2020

Dear Residents and Families,

Each week we do our very best to keep you updated on issues related to the COVID-19 situation and how we are best protecting our communities during this complicated time.

Since our last update, I need to share that one of our communities, The Social at Cotswold in Charlotte, N.C., is the first in the Thrive portfolio to be impacted by COVID-19. Our team immediately implemented an increased level of protection within that community and is working closely with the Centers for Disease Control and Prevention (CDC) and the local Health Department to protect those who live and work there. There is nothing more important to us than the safety and well-being of our residents and team members, and we take the job of protecting our older adults very seriously.

Over the past week, we found time and inspiration to celebrate Passover and the Easter holidays. We created opportunities for our residents to take part in these celebrations both actively in their communities, as well as virtually with their families and loved ones. For some residents, Easter dinner was shared with families over FaceTime, while others listened to Sunday worship together under social distancing guidelines. Despite these complicated times, Easter and Passover certainly prevailed.

As we move through this season, we continue to seek additional ways to enhance the safety of our residents while still keeping them engaged. Residents now wear masks when leaving their suites as an added layer of prevention, offering them the option to enjoy walks and time outside in the spring weather.

By now, you've likely experienced our commitment to helping our residents still find joy while staying safe. An example of these efforts is our "Clear Connection" Project. We are working to construct, deliver, and install specially designed clear panels in our communities that enable residents to see their loved ones at a safe distance through glass panels while communicating via wireless phones. We have tested these in a handful of communities and our goal is to deliver them to all Thrive locations. While we recognize that some states and counties are under shelter-in-place orders, we will continue to make every effort to support reunions of families, friends, and loved ones whenever possible. When it is safe to do so, Clear Connection offers that option. For more information on Clear Connection go to:

<https://thrivesl.com/clear-connection/>

In closing, I want to thank all of the families and friends of Thrive who have supported our team members with kind gestures and gifts of appreciation. They are meaningful reminders that we are all in this together.

Very Grateful,
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