

Dear Residents and Families,

It is National Assisted Living Week, and we are so grateful as we celebrate by highlighting our dedicated team members, the individuality of our residents, and the meaningful relationships formed throughout our communities. The annual celebration is organized by the National Center for Assisted Living, and this year's theme is "Caring is Essential." Each community will hold various festivities throughout the week to honor our residents and team members, while adhering to COVID-19 safety requirements and precautions.

We wanted to take this opportunity to provide you with a Thrive-wide update. As you are aware, each county and state has its own reopening guidelines and phases. Some counties and states are allowing visitors to come into senior living communities, while others are still holding off on allowing anyone other than essential healthcare workers into the communities. As a company, we adhere to the protocols outlined by the local county and state in which we reside. When we have new information specific to each community, we will share this with residents and families. Please be mindful that when we are able to have visitors, we will require that everyone follow our community guidelines for visits, which will include but are not limited to: COVID-19 screening prior to entering the building, wearing a mask at all times, maintaining six feet of physical distancing, and washing hands upon entering/exiting the community. Depending on the community location, there may be additional required steps prior to the visit.

We are happy to share that our overall Thrive COVID-positive resident and team member cases are down. Our teams have worked diligently to do their best to keep everyone safe, healthy, and engaged throughout this pandemic. We continue to follow strict protocols from the local county health departments and the Centers for Disease Control and Prevention (CDC), and we have taken our own aggressive approach: ensuring that our communities are fully stocked with personal protective equipment (PPE); consistently screening residents and team members for COVID-related symptoms; team members wearing masks at all times; enhanced cleaning throughout the community; curbside cleaning of all packages/furniture before entering the building; and testing all residents and team members (where allowed) when a confirmed COVID-positive case is in the community. We will continue to follow these standards to ensure the safety of all who are part of our communities.

As we enter fall 2020, we are proactively getting ready for both the flu season and election day. We currently have set up one-day flu vaccine clinics in each of our communities. You should have received a letter with the community flu clinic date and flu prevention guidelines. We have also been working closely with our residents to



ensure that their voices are heard, and they are set up to vote by mail for the upcoming Presidential election on November 3.

Our teams are fortunate enough to hear stories from our residents about their lives on a daily basis – whether about the job they had working as a teacher, a recipe for their famous apple pie, or how they survived the Great Depression. We never take these beautiful stories for granted, and we feel an obligation to bring these stories and sentiments to life. We are excited to share that we recently hired a storyteller videographer, Steven Farrell. Steven will be traveling to each community to capture these stories so that they may be shared with families, loved ones, and our communities. More to come via our community Facebook pages!

We want to say thank you to each and every one of you for your continued support. We remain committed to you, your loved ones, our team members, and the community as a whole.

In Good Health,  
Tammy L. Marshall  
Chief Experience Officer  
Thrive Senior Living

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**Thrive Senior Living**  
3280 Peachtree Road NE, Suite 750  
Atlanta, GA 30305  
404.890.7988  
Hello@ThriveSL.com  
ThriveSL.com