

Dear Residents and Families,

As this incomparable year starts to come to a close, we reflect on the little things that have added up to countless big things we are grateful for in 2020. In the time we have had to separate ourselves physically, we have been able to focus inward and reflect deeply upon the distance between us.

We are also taking time to anticipate and prepare for the best approach to the upcoming holiday season. As always, we will follow all CDC, county, and state guidelines. For Thanksgiving, it is our sincerest hope and desire that all residents may leave the community to celebrate with their family. If able, they must adhere to COVID-19 testing and a quarantine period upon their return until COVID-negative status is confirmed. Residents who stay at the community during the Thanksgiving holiday will enjoy a special Thanksgiving meal with their Thrive family while maintaining six feet of physical distancing. We are also considering outdoor Thanksgiving events in which we can include family members. It is important for us to stress that all plans are dependent on current community COVID-19 status and CDC, county, and state regulations. Rest assured we will do everything in our power to celebrate as safely and seamlessly as possible and will share more information as we get closer to the holiday. For your reference, we are including additional information from the CDC regarding supporting your loved one who resides in a long-term care facility.

We continue to follow all COVID-19 protocols as outlined by the CDC, state, and county. This includes screening all team members prior to the start of their shift (if a team member shows any COVID-19 related symptoms, they are sent home to self-quarantine); screening residents for COVID-19 related symptoms; team members wearing masks at all times, enhanced cleaning throughout the community; and curbside cleaning of all packages/furniture before coming into the building. If there is any known-exposure to COVID-19 in the building or we have an individual who tests positive for COVID-19, we will take steps to test all residents and team members as soon as possible and notify families.

As many of you know, we took steps this year to ensure that our residents' voices are heard loud and clear. As humans, we are all beautifully different in many ways, but one thing that unifies us is that we all have a voice! With the upcoming Presidential Election, we want to be sure each of our beloved residents was heard. The Thrive Hive Home Office heavily researched the laws and process for Absentee Ballots and worked closely to secure an Absentee Ballot for every resident looking forward to voting this year. As the generation that fought in WW2, the Korean War, and Vietnam - as well as being a part of the movement that led to the Civil Right Act of 1964 and the Voting Rights Act of 1965 - we know how significant the right to vote is for many of our residents. We weren't going to let COVID stand in the way of their voices being heard and their votes being counted.



As we enter the last two months of the year, we will follow up with additional updates around the holidays, visitations, and COVID status. We are grateful for each and every one of you who has stood side-by-side with us during 2020. It has been a challenging time for all, and we are truly grateful for your continued support.

Be well,
Tammy L. Marshall
Chief Experience Officer
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Coronavirus Disease 2019 (COVID-19): Supporting Your Loved One in a Long-Term Care Facility

We recognize the hardship that our residents and families are experiencing right now due to COVID-19, and we hear your concerns about the restrictions that have been put into place to reduce the risk of spread of COVID-19.

As part of our facility's commitment to protecting residents, families, and staff from serious illness and complications, we are continuing to follow guidance from the Centers for Medicare & Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC), which includes restricting all visitation, except for certain compassionate care reasons, such as end-of-life.

Due to the high risk of spread once COVID-19 enters a facility, we must continue these protections. We will continue to provide families with regular updates regarding our facility's COVID-19 status via phone and email.

During this challenging time, we are committed to helping residents stay connected with their families and loved ones. We would like to work together with you to make this possible. Below are some ideas on how to keep in touch, and ways we are supporting communication between our residents and their families:



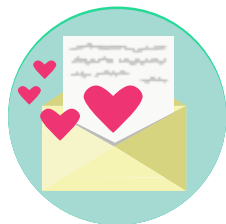
TECHNOLOGY for more frequent video chats, emails, text messages, and phone calls.

We are teaching residents to use video chat applications (such as Skype and FaceTime) and will help read emails or texts on personal devices if needed.



VISUALS TO EXPRESS CARE. For example, ribbons around trees or benches, planting flowers outside, or outdoor posters and banners to show support.

We will work to designate areas to place these visuals and safely take residents outside to show them these symbols of your support.



CARDS AND LETTERS with messages of support and updates on family members.

We are supplying paper, pens, envelopes and postage for residents to easily reply. If needed, we will write replies dictated by residents.



CARE PACKAGES that could include items such as photographs, cards, drawings, snacks, and entertainment (such as books, magazines, and puzzles).

We will establish a system for care package drop-offs that is safe and does not require entry into the facility.



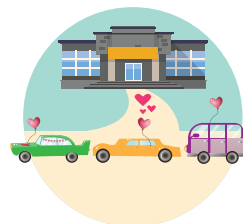
RECORDED VIDEO MESSAGES to share via email or text message, if live-video chatting is not feasible.

We will help record outgoing messages and share incoming messages with residents.



DEDICATIONS on the in-house cable channel and intercom system.

We can 'dedicate' songs or share anecdotes via the intercom prior to broadcasting a movie or playing music. If your loved one has a favorite song, poem, movie or television show, please let us know.



"VISITS" through a glass window or a parade of cars.

We will make every effort to ensure residents are able to safely participate if scheduled in advance.

We encourage you to share additional ideas and creative ways we can work together to support our residents.

Please contact us with questions or suggestions:



cdc.gov/coronavirus