



Phoenix Senior Living – March 27, 2020

As Phoenix Senior Living continues to navigate this unprecedented time, it is important to continue to connect and share information with those we serve. Our priority remains the safety and well-being of our residents and employees.

As of today, March 27th, 2020, the residents at all 28 Phoenix communities are able to move about their community, still practicing social distancing, but enjoying the many amenities of the community and the beautiful campus around them. This includes The Retreat at Canton and The Phoenix at James Creek who were on a 14-day self-quarantine which ended yesterday.

We have had 22 employees who may have been exposed to the virus and were immediately placed on self-isolation in their homes for 14 days. Of that group, 20 of our associates will be returning to work today, March 27th, 2020 after following CDC protocol.

As the Coronavirus outbreak continues to evolve, so too have the many emergency orders and guidance issued by local, state and national authorities. Our restricted visitation protocols remain in place and support the shelter in place ordinance for our Seniors that has been enacted by most state governments. We will continue to respond and adjust to these protocols and ordinances daily. As an organization we believe many of our preemptive health measures have been instrumental in limiting the spread of COVID-19. Recently, Phoenix Senior Living implemented a new company wide protocol requiring all employees to wear a face mask when in contact with any resident or associate throughout their shift. Additionally, beginning next week, all associates will be required to wear company provided scrubs. Associates will change into these scrubs at the start of their shift. The scrubs will remain onsite and laundered daily with designated chemicals which destroys the microorganisms of the COVID-19 virus. These additional protocols are being implemented to minimize our resident's exposure to pathogens and contamination outside the community.

We are thankful for the trust those we serve place in us, especially during this ever-changing and unprecedented situation. As an organization we remain committed to taking all appropriate measures to ensure their safety and well-being.