



Phoenix Senior Living – March 30, 2020

We are saddened by the passing of a couple who were part of the Phoenix family and share our deepest condolences with the entire family. The wife, who was under Hospice care at The Retreat at Canton, had recently tested positive for the COVID-19 virus and was receiving care in quarantine in our specialized Memory Care wing. That wing of our community will remain on a 14-day quarantine with all residents being cared for in their private suites and employees wearing personal protection equipment. While it is never easy to lose a resident, this resident lived with her husband at The Retreat at Canton for over two years. Her husband just passed away this past Sunday under Hospice care. Their love and friendship will be missed at the community for quite some time.

“As the CEO of Phoenix Senior Living, I personally extend my most heart-felt condolences to the family of this couple, who were our residents. As an organization, our hearts are heavy and we remain unwavering in our commitment to protect our residents and employees from COVID-19”- Jesse Marinko, Chief Executive Officer

While the global outbreak of COVID-19 continues to evolve, Phoenix Senior Living remains focused on the safety and well-being of our residents and employees. We continue to be vigilant in monitoring updates and guidance from all local, state and national regulators to ensure our processes and procedures enable us to protect those we serve.

In a proactive measure, when we received our initial presumptive positive test result at The Retreat at Canton on March 13th, we required all the employees to use personal protective equipment. This preemptive decision allowed our assisted living residents to continue moving safely about the community while practicing social distancing.

All policies and procedures implemented in the 28 Phoenix Senior Living communities, throughout the evolving COVID-19 virus situation, have been made in accordance with the recommendations of the Center for Disease Control and reviewed by the Department of Public Health. As an organization, the impact of the COVID-19 virus has been limited to two of our communities. We believe this limited impact is a direct reflection of our proactive response to protecting all our residents and employees.

We take our responsibility to provide a safe and nurturing home for those we serve very seriously. Our communities remain committed to timely and transparent communications about the measures we are taking to keep our residents and employees healthy and safe.