



Phoenix Senior Living Update on COVID-19 – March 20, 2020

Phoenix Senior Living, where everything matters, maintains an unwavering commitment to open and transparent communication with those who trust us to care for their loved ones. With the continuing development of the unprecedented COVID-19 virus, keeping all our families and supporters updated is extremely important. We recognize that this is a frustrating time and we want to provide accurate and timely updates to ease concerns you may have about your loved ones.

As we communicated earlier, Phoenix Senior Living proactively responded to the initial developments with COVID-19. On March 9th, 2020, we implemented precautionary measures recommended by the Center for Disease Control and the Department of Public Health to mitigate any risk of infection, which included restricting visitors to all Phoenix Senior Living communities.

To mitigate the spread of the COVID-19 virus, Phoenix Senior Living followed (and in many cases exceeded) guidance from local, state, and national authorities to keep our residents and employees safe. As of March 19, 2020, across our 28 communities throughout the Southeast, we have experienced three residents with presumptive positives for COVID-19 and one with a confirmed positive diagnosis. Of those four residents, two are exhibiting symptoms and are being treated at the local hospital in their community. The others remain asymptomatic, in self isolation in private suites at their community.

In caring for our residents, we have identified twenty-two employees who may have been exposed to the virus. They were immediately placed on self-isolation in their homes for 14 days and are being tested for COVID-19. As of today, eight of those employees have received negative COVID-19 test results and have returned to work. Twelve remain under self-isolation in their homes awaiting test results. Also, two employees with presumptive positive test results remain asymptomatic and are under self-isolation in their homes.

In addition to our stringent procedures introduced earlier, we have also incorporated additional cleaning of high traffic and surface areas during peak periods using a designated chemical that destroys the COVID-19 virus. Our dining programs have incorporated “social distancing” allowing our residents to continue to enjoy meals in a safe environment. In the event of a presumptive positive case within a community, residents will self-isolate in their private suites and the community will personally serve resident’s meals with paper products in the convenience of their private suites.

The executives, directors, and managers of Phoenix Senior Living (PSL) take the health and well-being of our residents, caregivers, and associates very seriously as it is always our highest priority. All family members of residents in an impacted community will receive a personal call from our executive team. Our CEO, Jesse Marinko, a native to the Southeast, passionately stated “Our focus as an organization will remain on our residents and our employees and we will exhaust all measures to protect them and ensure their safety and well-being.”

For the latest updates of all Phoenix Senior Living communities, please visit our website at phoenixsrliving.com or check out our Phoenix Senior Living Facebook page or your Phoenix community of choice.