

## Keeping Our Anthem Memory Care Family Safe During COVID-19

During these challenging times I want you to know that our Anthem pledge to protect, engage and love our residents is one we take seriously. It extends to all those within our communities, including our employees and families of those we serve. The challenge of COVID-19 is one we are prepared and equipped to meet as our dedicated Anthem Memory Care staff members work tirelessly to keep everyone within our communities safe and healthy.

I'd like to share with you some key measures we have in place throughout our Anthem communities to ensure we are meeting the stringent guidelines set by the Centers for Disease Control, "CDC", while also retaining as much normalcy for our residents, staff and family members as possible.

- All Anthem staff members have been thoroughly trained on Coronavirus and safety protocol, using personal protection equipment to prevent the spread of the virus. Staff continue to receive training and monitoring to wash hands correctly and regularly. All infection control procedures are in place and checked regularly by our management team.
- Our communities are being kept clean with rigorous around-the-clock disinfecting of all high-touch areas, surfaces and equipment.
- Resident and staff safety is being optimized by limiting access only to caregivers and essential visitors who are required for the resident's care or well-being. Those who do enter go through an extensive screening process.
- Virtual visits between residents and family members are being facilitated using Facetime, Skype and other technologies. We will also arrange, when possible, "window" visits by family members. We understand how important contact is between family members and residents, especially during this time.
- We have transitioned away from field trips to internal activities, all facilitated by our amazing and talented Life Engagement Directors and staff. The level of creativity these caring individuals have exhibited is second to none, keeping our residents engaged and morale up. We recognize the importance of maintaining as much normalcy as possible and they are doing a superb job.
- We have programs in place to keep up morale for our caregivers, including temporary wage increases and other added benefits. When necessary, we work with our executive directors to identify areas where additional staffing may be of benefit.
- Finally, we are staying ahead of the curve, proactively securing necessities for our valued staff, including masks, sanitizer and other PPE (Personal Protective Equipment) supplies. We were one of the first communities to stock COVID-19 tests. Ensuring the safety of everyone in our community is of utmost importance.

I want you to know that we are continuing to closely monitor the status of COVID-19 and that we will adhere rigorously to the guidelines and protocols established by the CDD, state health departments and industry experts.

On behalf of all of our Anthem Memory Care communities, I give you my personal commitment that we will continue to do our utmost to protect, engage and love our residents through this challenging time.

A handwritten signature in black ink that reads "Lewis". The letters are cursive and fluid, with a small dot over the 'i'.

Lewis McCoy  
Chief Operating Officer  
Anthem Memory Care