

COVID-19 Updates



From the beginning, the safety and well-being of residents and team members has been our top priority, and we remain vigilant. This represents just two months of time, attention and resources we've devoted to protect our 7,000 residents and 4,000 team members.



Personal Protective Equipment

- 200,000 masks
- 2,000 N95 masks
- 636 gallons of hand sanitizer
- 5,500 gowns



Communications

- 1,000 Google Nest Hubs donated for family engagement
- Over 125 iPads delivered to communities to help support virtual visits and resident engagement
- 200 custom letters to 11,000 team members, residents and families
- 62 custom email newsletters for prospective residents and professional partners
- New webpages created for COVID-19 and community-specific updates
- Additional engagement content created for virtual connection and resources
- Launch of a new virtual 'Adopt A Grandparent' program



Team Member Support

- 150,000 hours of additional sick time provided to be used for COVID related needs
- A "Heroes Work Here" sign shipped to each location to show team member appreciation
- Double overtime and special bonus programs in appreciation of the outstanding efforts made by our teams
- Introduced 'Instant Pay' benefits for all hourly front-line team members