



Our response to COVID and why we want you to know about it.



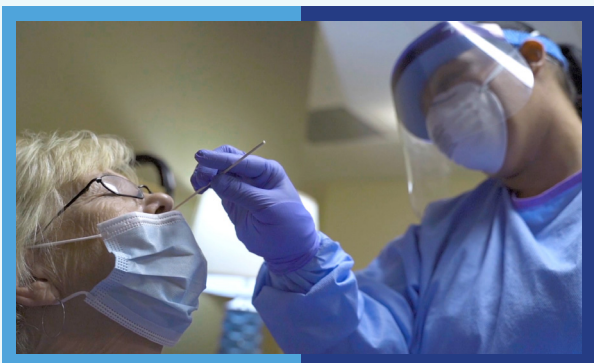
### Multi-disciplinary Taskforce

The Harmony home office multi-disciplinary taskforce meets first thing each day and communicates to review all communities. The taskforce carefully monitors all local, state, and federal rules and regulations to ensure we are following them. The CEO also asks for a review of any new technology or industry best practices that should be considered.



### Daily PPE Audits

The Corporate Director of Community Assets reports to the taskforce daily an audit our PPE stockpile. He also reports that all communities have an adequate future supply to ensure our associates have the PPE that they need. If there is a need for additional masks, gloves, gowns, or face shields, the Taskforce can quickly ship additional equipment from the stockpile at the home office.



### Associate & Residents Tested

Harmony has tested all associates and residents. Each community has test kits to be able to test residents and associates conveniently and quickly. Harmony continues to test any associate or resident that shows signs or symptoms or may have been exposed by our extensive contact tracing method.

### Daily Communication is Essential

Daily communication is essential due to the fast-evolving nature of this pandemic and the need to be proactive about any of our residents or associates that may be showing signs or symptoms. By reviewing all new technology, Harmony is able to get it in place early and protect our residents, associates, and families.

### PPE for Associates & Residents

Keeping our associates and residents well stocked with PPE and providing them with peace of mind about the need for and availability of PPE is critical. Harmony's organized inventory and ability to shift assets as needed ensures that each community has the protective equipment it needs.

### Creating Baseline On COVID Status

Testing all residents and associates gave Harmony an initial baseline to have confidence in our COVID status. Continuing to make tests available and convenient for all residents and associates allows us to easily test anyone showing signs and symptoms and get results back fast from our dedicated labs.



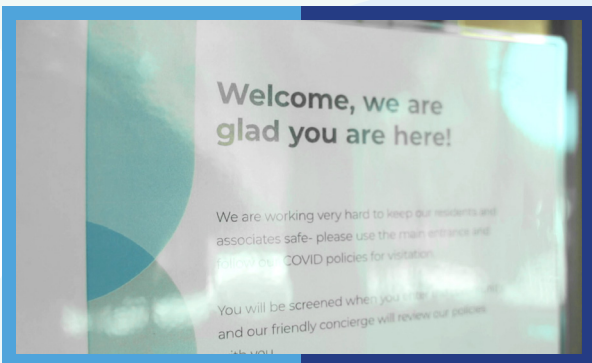


### Thorough Screenings Upon Return

All associates, guests, and residents that leave and return to the community are screened thoroughly – including verifying they have not been exposed and that they are not exhibiting symptoms. We also complete temporal thermometer checks on every person that comes into the community- every time.

### Screenings More Than Temp Check

Our screening process goes beyond a temperature check. Our screening process ensures that our visitors, associates, and guests have not had a potential exposure risk. It also allows us to welcome guests into the community and have an orientation of our guidelines from our friendly receptionist.



### All New Associates Tested

All new associates are tested for COVID prior to their first day of work. All new move ins are strongly recommended to be tested for COVID prior to moving into our communities.

### Tests For All New Move-Ins

As an added value, we offer the peace of mind by providing testing for all new move ins. We are able to offer the tests on site at each community. Having all associates tested prior to hire provides confidence for our team that we continue to protect our associates and residents.



### Visitation Is Encouraged

Visitation is encouraged for all of our residents and family members in all of our communities, with exception to local restrictions. We know how important it is to stay connected. We do require all visitors complete our screening, practice social distancing, wear facemasks, and visit in the resident's apartment.

### Leading In Opening for Visitation

Harmony led the industry in most markets in opening back up for visitation, in alignment with local guidance, to bring families back together. Our responsibility was to do so safely and with our screening process we continue to be able to successfully welcome families and guests back into our communities.



### Dining Room Pleasant & Safe

Harmony Dining rooms are open and designed for social distancing with industry leading modifications to ensure a pleasant and safe dining experience.



### Programming For Safety

At Harmony, our programming is scheduled and done with the resident's safety and enjoyment in mind- we have programming that is adapted for small groups with social distancing.



### Enhanced Cleaning Protocols

Harmony implemented enhanced cleaning protocols with approved sanitation solutions to ensure surface areas are cleaned and disinfected routinely and after group use. High traffic areas, common areas, our community vehicles, and elevators are routinely cleaned to ensure all surfaces are sanitized.

### Dining Is Important For Community

Dining is so important in our communities. Harmony has pushed our dining leaders to create a plan to bring our residents and associates back together in the dining room for socialization and the lifestyle they deserve. By opening our dining rooms appropriately, we have restored this service safely.

### Always Looking For Solutions

At Harmony, we challenge ourselves to look beyond the restrictions and find solutions. Our programming department is a demonstration of this commitment. Keeping our residents active and engaged is a part of our commitment to healthy living.

### Ongoing Disinfection of Communities

As the COVID virus has been shown to live on solid surfaces, and as a best practice to continue to kill other virus strains during the flu season, we continue to aggressively and continuously disinfect our communities. This, along with constant reminders on hand washing and universal precautions keeps our residents, families, and associates safe.



### Air Filters & Purifiers Installed

Harmony has ordered and installed bipolarized ionization air purifiers and installed HEPA air filters in our applicable HVAC systems. These two technologies combined trap and destroy organic particles (COVID) without allowing them to further circulate in the air.



### Common Area Disinfection

Harmony has invested in electrostatic foggers that use EPA rated disinfectants with a COVID kill rating which are used to disinfect all common areas and high traffic areas effectively.



### Enviral Surface Testing

Harmony has implemented Enviral Surface Testing in several pilot communities to detect possible organic materials before signs or symptoms develop with a resident or associate.

### Preventing Airborn Particle Circulation

Harmony recognizes that all efforts to help reduce the risk of COVID are valuable. This is an additional technology that we have invested in order to prevent airborne particles from circulating.

### Foggers for Better Cleaning

In addition to our enhanced cleaning protocols, these rapid foggers allow for approved disinfection solutions to be transferred into a fog for an even coat on surfaces that do not need to be wiped down. This allows for consistent and comprehensive surface disinfection.

### Committed to Prevention of Spread

Harmony has committed to this preventative measure to be able to proactively detect potential COVID or other viruses in our communities before a resident or associate would develop signs and symptoms.





### Abbot Binaxnow Rapid Test Kits

Harmony has Abbot Binaxnow rapid test kits in place in pilot communities to provide immediate test results for our residents and associates.



### Dedicated Lab for Fast Results

Harmony has continued our dedicated lab service for community and associate testing. This allows for more consistent and faster test results.



### Dr. Appointed for Clinical Support

Harmony recruited and appointed a dedicated medical physician to the Inter-Disciplinary taskforce for clinical recommendations and support.

### Test Results In 15 Minutes

Harmony is committed to acting as fast as possible to protect our residents and associates. Having test kits in our communities that provide results in 15 minutes or less and can be administered by our healthcare professionals provides exceptional speed and response times for our residents and associates.

### Partnering With Lab

Harmony has partnered with a lab to develop a consistent relationship through this pandemic. Having a reliable partner that understands our demands for quick and reliable results has been beneficial for our residents and associates.

### Medical Expert Taskforce

Harmony specifically recruited an outside medical expert to the taskforce to provide unbiased feedback and recommendations. Dr. Altoy Miranda has provided medical guidance and kept our team abreast of new and evolving medical recommendations.



# Harmony

## Senior Services

[harmonyseniorservices.com](http://harmonyseniorservices.com)