

Dear Century Park Family Member,

Thank you for the continued faith and trust you place in us and our teams across the country. Nothing is more important to us than our residents. Our associates are working tirelessly to ensure that your loved one is safe, happy and healthy. Our staff is highly trained in infectious disease protocols, and those protocols have been put in place. Additionally, we are continuing to do everything we can, under the recommended protocols, to keep our residents' mental health in a good place.

We understand that this is also a challenging time for you as a family member. Your routine of visiting our community has changed, and you are also trying to adjust to your "new normal," while being concerned about your loved one. We want you to know that although there are restrictions on our visiting protocol, your role as a loving child, spouse or family member has not changed. You can and should remain connected to your loved one.

- If your family member does not have a telephone, our direct number is (423) 495-9405. We will work with you to provide a private space at each of our locations and a scheduled time for you to talk with your loved one.
- In addition, the Lifestyle Directors at our communities have received an iPad to use for virtual calls. Your loved one should ask to be able to use that iPad for virtual visitation with you, and we'll schedule time for that to happen.
- We are also happy to coordinate Window Facetime for you and your loved one to see each other. These are "in-person" visits where you will be provided seating outside a designated window area to communicate with your family member who is inside the community.

We are also offering you, our beloved family member, opportunities to volunteer your time by running errands on behalf of our residents should they need supplies or toiletries. Our community has also set up collection bins for any additional supplies needed, for example: hand sanitizer, paper towels, toilet paper, Clorox wipes, gloves, coloring books, puzzles, etc. Any help you can offer to residents or our amazing staff would be so appreciated. We are currently working with a call center to coordinate constant communication via text and telephone to keep you updated on changes and updates within our community.

Thank you for adapting to change amidst challenging times. You are – and will always be – a part of our family, and we appreciate your constant support and encouragement.

Sincerely,

Esmerelda Lee

Chief Operating Officer