



Covenant Living Special Update

Terri Cunliffe / June 19, 2020

Hello, I'm Terri Cunliffe, president and CEO of Covenant Living.

At the very beginning of the current circumstance, we made a commitment to keep you informed about the impact of the coronavirus on our communities and across the country. Since the beginning of March, we have produced twelve video updates, distributed more than 150 letters to residents, family members and employees of Covenant Living, and published almost as many informational posts on our community websites and social media, in an effort to keep everyone informed.

Re-opening Update

We've been through a lot together these past three months, and while it isn't over yet, it is encouraging to know that our phased approach to re-opening is now underway. In fact, with the exception of a few communities in states with extended restrictions, Phase One of our Journey to Open plan for Residential Living went into effect nearly two weeks ago. And in just two weeks, depending on guidelines from local and state governments, Phase Two will start at most of our communities.

That's exciting news.

In Phase Two, we will begin to re-open fitness centers, pools, libraries and game rooms, with a few restrictions, as well as lobbies and common areas, and our dining rooms will also start to offer limited eat-in opportunities. Group gatherings, however, will still be limited to ten people or less, and masks and physical distancing will still be expected. You may be wondering why certain restrictions are continuing in Phase Two. As I mentioned, this pandemic isn't over yet, and it is prudent for us to continue doing what we can to mitigate the entry and the spread of the coronavirus in our communities.

But be encouraged, as we move to Phases Three and Four later this summer, organized group activities and larger group sizes will make a return.

As we begin our Journey to Open, it is heartwarming to hear your stories of family reunions and neighbors reconnecting as you pick up your take-out meals.

Healthcare Re-opening

In my last update, I mentioned that we are working on a plan to re-open Skilled Nursing and Assisted Living for visits from residents and families. The plan is almost complete, as we work

diligently to navigate the many regulations and recommendations from local, state and federal health authorities. Each facility must be COVID-19 free for 14 days and must demonstrate an adequate supply of personal protective equipment. Small group activities and congregate dining may soon be allowed again, and we are exploring alternative outdoor options to facilitate visits with Skilled Nursing and Assisted Living residents even sooner.

Similar to Residential Living, visitation in healthcare will be a phased approach over the course of the next few months and will vary from location to location. If there is an onset of COVID-19 in either Skilled Nursing or Assisted Living, we will be required to pause visitation immediately. At present, we anticipate the earliest possibility for visitation to be early to mid-July. Also, this is predicated on no new positive COVID-19 cases, and a green light from federal, state and local health departments. Your Executive Directors will share more information as specific plans for your community are finalized.

In the meantime, we have equipped our staff with iPads and smart phones to assist your virtual visits via Skype or FaceTime. In addition, your community leadership will facilitate closed-window or balcony visits in Skilled Nursing and Assisted Living.

Community Update

The impact of coronavirus throughout Covenant Living continues to be well managed. As we continue global testing of residents and staff in Skilled Nursing and Assisted Living, we have completed more than 1,200 COVID-19 tests with only a handful of positive results. Some communities have had no positive results, and nearly all were from individuals presenting no symptoms. This testing gives us a good baseline of the impact of COVID-19, as well as a pulse of the effectiveness of our infection control protocols. There will be varying frequency of ongoing COVID-19 testing as requirement differs from county to county with some state health departments requiring that all skilled nursing residents and employee be tested every seven days.

As re-opening begins, this will be my last bi-weekly video update. We will continue to keep you informed by letter if there is specific information for your community that needs to be shared. Starting in July, we will move to monthly updates as part of our Covenant Life Today program which includes community features as well as organizational updates. There has been a lot to share over the past three months, and I have thoroughly enjoyed the opportunity to bring you these updates and to connect with you virtually.

This has been a season of challenges, a season of awakening, a season of reflection and perhaps a season resulting in a stronger sense of unity among residents and staff. As a Covenant Living family, we have rallied and stepped up to ensure the health and safety of everyone, and that

remains our top priority. I personally cannot thank you enough for your patience, and your prayers and your understanding over the course of the last few months.

Father's Day reflection

This weekend we will celebrate Father's Day. Whether you call your father—Dad, Papa, Pops, or Father—his role as head of the home requires selfless sacrifices with big responsibilities. God commissions a father to care for the children entrusted to him. But today may be challenging for you. Perhaps your father didn't fulfill his responsibilities as he should have. Maybe you grew up without a father, or he's no longer living. You may feel fatherless.

Whether your father is one of the best or fell short, there's a perfect Father waiting to embrace you as His own. His name is God the Father. He's good and full of unconditional love.

Let's honor our heavenly Father today by honoring our earthly dads. Love, respect, pray, and forgive them when needed. And dads—Happy Father's Day! And to my dad – Happy Father's Day to you!