

TRUE CARE IN THE TIME OF COVID-19

Share Our Success



TRANSPARENCY

- Our families were updated weekly on our communities' evolving response to COVID
 - We shared test results, plans of action, and regular letters and phone calls
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TESTING

- At the first sign of a symptom, all residents and employees were tested
 - Early inventory of PPE and testing allowed my community to contain and prevent the spread of COVID-19
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TRUE CARE TOUCHES

- We kept our residents in touch with their families each day using FaceTime, visits at the window, and phone calls
 - We made sure our residents received the benefit of sunshine through regular walks and activities outside
 - We came up with creative ways of providing entertainment and activity for all of our residents:
 - Ice Cream trucks
 - Family car parades
 - Fashion Shows
 - "Beer" pong
 - Our families were able to see their loved one in regular Facebook posts
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Personal Protection Equipment (PPE)

- **Our community had plenty of PPE before residents were symptomatic**
- Our community made PPE available to all staff members
- While other businesses struggled to get PPE, our creativity and quickness allowed us to build an inventory of PPE for all communities



SCHONBERG CARE

In times like these we look to our company core values for guidance and inspiration. These core values provide direction and underscore our commitment to service. We proudly publish them on our Home Office web site and invite you take a look.

<https://schonbergcare.com/about/>.

Our defining core value, “We put our residents and their families first”, emphasizes the importance we place on making all decisions in the best interests of our residents. Living by that core value means our residents will get excellent care, top-flight service and responsiveness, and a safe, loving place to call home.

As we navigate through the coronavirus pandemic, we have been in regular communication with our residents and families, providing updates and bulletins about the steps we are taking to protect and safeguard our treasured residents. We are consulting regularly with the CDC through our local and state agencies to stay current on the latest updates, advisories, and information. As a result, these important protocols will continue in all of our communities until further notice:

- Infection control protocols, including hand sanitizing and hand washing
- Increased surface cleaning and sanitizing
- Daily monitoring of residents and staff for signs or symptoms of infection
- Social distancing and isolation where appropriate
- Visitor prohibitions
- Dining restrictions and in-room dining
- Keeping everyone hydrated

While these infection control protocols are paramount to keeping our residents as safe as possible, they are not enough to keep them happy and emotionally healthy. Isolation, as we are all learning, can be difficult for anyone; our seniors are no different.

Addressing the emotional health of our residents requires being pro-active on several fronts. First and foremost, we are re-doubling our efforts to ensure that video chats are regularly available to any resident or family members that want them. Keeping loved ones connected is perhaps the single most important thing we can do for the emotional well-being of our residents and families right now.

Next, we know what made our residents happy and fulfilled before the coronavirus, so we are being thoughtful not to lose sight of the simple things. Here are just a few examples of enrichment activities we are providing in our various communities: Hallway bingo, painting, word searches and puzzles, music, in-room exercise, a breath of fresh air on the back porch on a sunny spring day, in-room ice-cream delivery at snack time, and even Wii bowling in one of our Louisiana communities.

All of this care comes directly from our staff, nurses, and Executive Directors who are all working harder than ever to help our residents maintain a sense of normalcy during these very unusual and challenging times. The teamwork and dedication we see every day in our communities warms the heart and reminds us all why we do what we do. We care deeply about making our residents' lives better – every day.

And know that Schonberg Care remains a partner to you in caring for your loved ones. While we are not allowing visitors into our communities currently for tours, we are providing virtual tours of all communities and our teams are ready to support you as needed. Please do reach out to your closest Schonberg Care community if we can help with advice, guidance, support or if you are looking for a safe place for your loved one to call home. We want to be a community resource for anyone seeking advice or assistance in these unprecedented times.

Sincerely,

A handwritten signature in blue ink that reads "Mike Schonberg". The signature is fluid and cursive, with a large loop at the end of the last name.

Mike Schonberg

President