

# CONNECTION

Keeping Team Members Connected!

## A MESSAGE FROM YOUR CEO



Richard J. Hutchinson, CEO

Team DSL, it's hard to believe we are already half way through 2020! What a year it has been thus far! Clearly the pandemic has gripped the world and impacted our lives quite literally every day. I am so proud of the way our company has reacted to unprecedented circumstances and am hyper-impressed with the results we have achieved on preventing outbreaks of the COVID-19 virus, containing the virus when necessary, as well as becoming an industry example of effective crisis management. Even given all of these achievements, I am most gratified with how we have come together as a family to confront the virus and minimize the impact to the greatest extent possible on our customers; not just as team members of DSL, but inclusive of our partners, our residents and their families....we truly are blessed to know that we can count on each other when true crisis occurs.

Our work is not done, and as we start the process of re-instituting programs and services at our communities, we will slowly regain our own individual freedoms and be able to begin to re-focus on providing the differentiated lifestyle experiences to our residents that they deserve and have come to expect. This will take time and we will be deliberate regarding decisions to "re-open" with prioritizing the safety of our entire DSL family first and foremost.

As we navigate the current crisis, I can't help but reflect on the numerous past crises that we have been through and how it made us a stronger and better company. Whether it was an economic crisis, 9/11, SARS/MERS, the dot.com bubble, hurricanes or even the angst of the new millennium happening (remember all of the computers and electronics that were going to crash?!), we have always come through by supporting each other, facing the challenges with intensity and force, and being honest and transparent with our customers regarding our efforts. We have always gotten better as a company by taking the challenges and turning them into "lessons learned" and improving our operations accordingly.

This is why Discovery Senior Living has continued to thrive and prosper as a company for decades; I don't say that out of arrogance, I say that out of experience and confidence in our team. This is why it is important for our customers to evaluate the difference between a brand-new company that does not have the "battle scars" and those companies, such as DSL, that have weathered these storms and know how to navigate turbulent times to ensure our residents are well taken care of. While this crisis is different in the sense that our residents are part of the most vulnerable population, our process of learning, attacking the challenges, being transparent with our efforts and then ultimately being better will be similar.

Together, the DSL family will get through this crisis and we will all add another battle scar to our lives. Remember, in good times and bad, we at Discovery Senior Living provide the absolute best lifestyle and experience possible for our residents and their families; it's what we do, it's who we are, and we will not lose that focus no matter the challenge!

Richard J. Hutchinson, CEO





# THANK YOU

## FOR MAKING A DIFFERENCE

### **We're All Integral in Protecting Seniors from COVID-19**

At Discovery Senior Living communities nationwide, the stories of selflessness, strength and dedication have been endless. Now, even in these difficult times, new tales of bravery are being written each and every day. These stories are all about remarkable people like you, who come in every day and put the needs of others above your own, and you do it because you care and are that committed to our residents and your local community.

So on behalf of the entire Discovery Senior Living organization, including families and loved ones, and especially the residents whose lives you touch day in and day out, we would like to extend a most sincere thank you for the care, service and the amazing commitment you have displayed in these crucial times.







## Minutes Is All It Takes To Keep You Safe

### Our Fight Against COVID-19: Honoring the Many Stories of Strength, Service and Sacrifice

*Behind Discovery Senior Living's coordinated COVID-19 response efforts are countless stories of Team Members whose actions and selflessness embody the goodness of our company and the healthcare industry, and remind us all that the spirit of coming together to help one another is the foundation upon which great communities all over the world are built.*

In many ways, the events of this year have re-written history and redefined what it means to be a "hero" in our society. No longer a title reserved for athletes and celebrities, nor exclusively held for military personnel and first responders, the world has begun recognizing what our company and industry have known all along: ***That folks like all of you, who put the health, safety and care of our nation's seniors above your own, are heroes in the truest sense of the word.***

Many of you, whether care providers, housekeepers, servers, home health aides or others, may be fearful about COVID-19 yourselves, but still leave the safety of your homes and come to work simply because you're that committed to caring for our residents. Most have families and loved ones to care for as well, not to mention children whose school years were cut short due to COVID-19.

Indeed, the demands have increased many times over, yet so too has your dedication and commitment to helping others. Across our organization, we have Team Members volunteering for additional shifts in an effort to help residents and fellow care and service providers in their communities. We've also had Executive Directors and other community leaders working around the clock, many of them sleeping at their communities to better ensure our residents and Team Members are safe, everyone is properly informed, and all enhanced protective measures are implemented as new

recommendations and mandates are given each day.

The stories of selflessness, dedication and sacrifice are deeply moving, and they are far from over.

#### **New Communication Initiatives**

Thanks to you, we are making important strides in our continued fight against COVID-19. In fact, Discovery Senior Living is one of the organizations leading the charge when it comes to implementation of new, early identification and preventive measures. Our Enhanced Operations Protocols were proactively launched and have been continually strengthened to provide new layers of safety for residents and Team Members. New communications initiatives have been deployed to enable residents to maintain regular contact with family and loved ones. And as one of the first providers in our industry to offer 15-Minute Rapid COVID-19 Testing for Team Members, current residents and incoming residents, we're pioneering the latest and strongest measures taken to date in the fight against COVID-19.

In unprecedented times, our organization has planned and executed a world-class response, one that wouldn't be possible without exceptional Team Members like you, who go above and beyond each and every day for our residents and your respective communities.

So thank you Discovery Team Members, for your continued heroism in the face of the COVID-19 pandemic. Your kindness and compassionate care have a profound impact, not only affecting the lives of residents and their families, but now more than ever, influencing our society and its values.

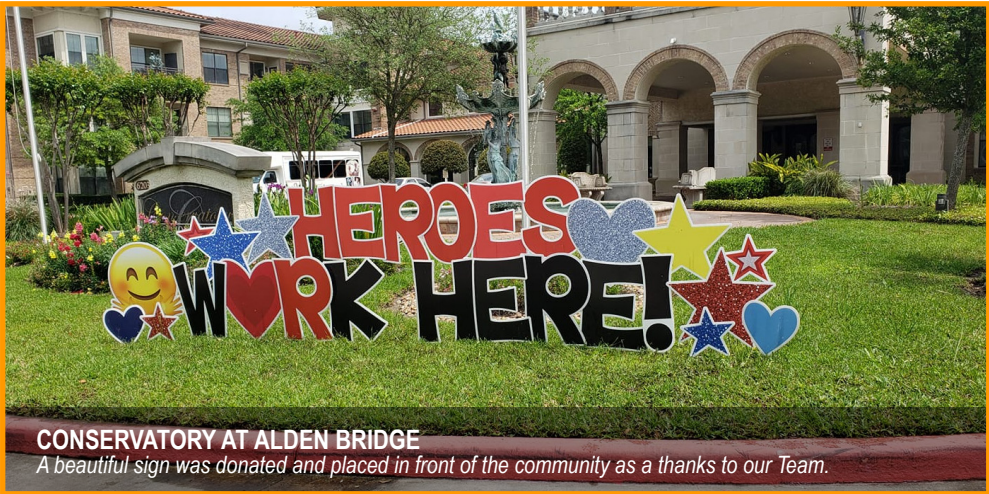
Together, we will withstand the threat of COVID-19 and emerge even stronger because of it!



# THE MANY FACES OF DISCOVERY SENIOR LIVING



**VERANDA CLUB**  
Team Members deliver pizza to the local fire department to show support to the front-line heroes.



**CONSERVATORY AT ALDEN BRIDGE**  
A beautiful sign was donated and placed in front of the community as a thanks to our Team.



**DISCOVERY VILLAGE AT DOMINION**  
Team Members show their appreciation for area healthcare workers.



**RITTENHOUSE VILLAGE AT MICHIGAN CITY**  
Team Members drop off signs at their local hospital to say THANKS for all the hard work.





**DISCOVERY VILLAGE AT SUGARLOAF**  
*Team Members photographed by the donated Heroes Work Here sign.*



**CONSERVATORY AT NORTH AUSTIN**  
*A resident is enjoying gardening and getting outdoors amid social distancing*



**REGENCY POINTE**  
*Musical entertainment arrives at our community to keep residents having fun!*



**RITTENHOUSE VILLAGE AT VALPARAISO**  
*A resident writes notes to share with family and loved ones.*



**RITTENHOUSE VILLAGE AT PORTAGE**  
*The Crafting Club makes adorable heart wreaths.*



**DISCOVERY VILLAGE AT SANDHILL**  
*Residents celebrate Cinco De Mayo with songs and margaritas!*





**RITTENHOUSE VILLAGE AT MUHLENBERG**  
*Families exchange smiles during a visit.*



**BLUE RIDGE ASSISTED LIVING**  
*Families show their support with beautiful signs.*



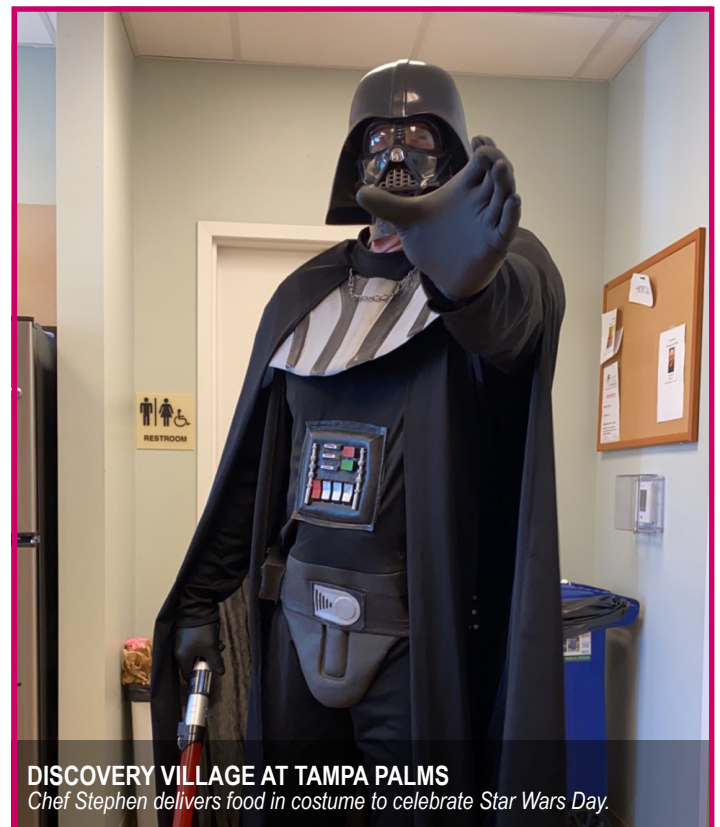
**SPRING MILL**  
*Team Members received flowers as a thank you gift.*



**RITTENHOUSE VILLAGE AT MICHIGAN CITY**  
*Family and friends gather for a parade to bring joy to the residents.*



**OAKLEAF VILLAGE AT LEXINGTON**  
*Families stopping by to spread love and paint our windows.*



**DISCOVERY VILLAGE AT TAMPA PALMS**  
*Chef Stephen delivers food in costume to celebrate Star Wars Day.*





### THE TRACE

Families drove by in a parade to show love and support!



### DISCOVERY VILLAGE AT CASTLE HILLS

keep Discovery Village at safe. The local church donated masks to help keep our Team and residents safe. Your Sales Team - Monica, Cindy, and Janet.



### DISCOVERY VILLAGE AT TWIN CREEKS

Our Team donated cookies to local first responders.



### DISCOVERY VILLAGE AT SANDHILL

Elvis came to the courtyard to sing from a distance.



Please join us each week as we take time to delight in some of the uplifting photos and videos, which show the many ways our residents and families, Team Members, healthcare workers, first responders, and everyone on the front line are spreading hope and happiness, and staying connected in these unusual times.

For all of us, Feel Good Friday is a way to give thanks, and a timely reminder that COVID-19 may take away our ability to gather for now, but it won't take away the love we have for one another! Follow us on Facebook each week for more Feel Good Friday photos and videos!

[Facebook.com/DiscoverySeniorLiving](https://www.facebook.com/DiscoverySeniorLiving)





# Welcome

Join us in welcoming our newest Team Members!

## DISCOVERY SENIOR LIVING

Derek Burton, Area Sales Manager  
Jeff Floyd, Vice President of Operations  
Dylan Hutchinson, Billing Specialist Intern  
Denise Jones, Treasury Analyst  
Deborah Lewis, Billing Specialist  
Jolene Moore, AVP of Resident Experience  
Troy Turpin, Graphic Designer  
Wiebke Yovanovic, Accounting & Billing Specialist

## ASTON GARDENS AT PARKLAND COMMONS

Dieunifere Brutus, Server  
Jahswon Edwards, Server  
Aidan Kropp, Server  
Richard Mahoney, Health Care Coordinator  
Auden Pompeian, Server  
Adam Pullo, Server  
Jennyfer Rene, Server  
Lindy Saintil, Server  
Delorine Sears, Care Manager  
George Sherman, Dining Room Supervisor

## ASTON GARDENS AT PELICAN POINTE

Dustin Bozcar, Activities Coordinator  
Deborah Ford, Housekeeping  
Dian Gipson, Cook  
Jennifer Keener, Housekeeping  
Zack Regan, Cook  
Marc Tappia, Security

## ASTON GARDENS AT TAMPA BAY

Jackson Barton, Server  
Catherine Febres, Care Manager  
Matthew Medina, Server  
Jalen Miller, Server  
Troy Phipps, Server  
Melanie Rhoades, Recreation & Events Coordinator  
Henry Rivera Jr., Security  
William Ryan, Concierge  
Mathew Williams, Security

## CONSERVATORY AT CHAMPION FOREST

Teresita Benitez, Housekeeping  
April Dillard, Business Office Manager  
Jonathen Francios, Dishwasher  
Nadin Hernandez, Housekeeping Supervisor  
Mary Lallier, Senior Lifestyle Counselor  
Nakeshia Lewis, Housekeeping  
Matthew Martinez, Server  
Jeanine McKiethen, Senior Lifestyle Counselor  
Toya Meyers, Housekeeping  
Stephen Richardson, Cook (Acting Sous)  
Rigoberto Vazquez, Cook

## DISCOVERY COMMONS AT COLLEGE PARK

Patricia Johnson, Community Outreach Specialist  
Chris Nowacki, Executive Chef

## DISCOVERY COMMONS AT WILDEWOOD

Crystal Adams, Healthcare Coordinator  
Tonya Artis, Medication Technician  
Cathy Brown, Delegating Nurse  
Katrina Carter, Care Manager  
Deltrisha Chase, Care Manager  
Rita Chew, Business Office Manager  
John Cylburn Sr., Facilities Operations  
Parris Dyson, Medication Technician  
Yolanda Evans, Care Manager  
Sarah Fisher, Care Manager  
Zainab Fofanah, Medication Technician  
Chantice Hill, Medication Technician  
Hope Jones, Server  
Patrice Lucas, Care Manager  
Jessica McCants, Care Manager  
Kimberly Morgan, Activities Assistant  
Jeremy Piette, Cook  
Ashely Roberts, Care Manager  
Kennie Rodgers, Care Manager  
Patrice Rice, Medication Technician  
Lisa Spalding, Activities Assistant  
Shana Smith, Senior Lifestyle Counselor  
Tracy Tabler, Executive Director  
Ethan Thomas, Care Manager

## DISCOVERY VILLAGE AT BOYNTON BEACH

Brenda Fleming, Housekeeping Director  
Nicola Tomlinson, SHINE® Memory Care Director

## DISCOVERY VILLAGE AT MELBOURNE

Braudilio Alba Bravo, Chauffeur  
Kayla Garrow, Care Manager  
Gwen Ellen Hackney, Healthcare Coordinator  
Takeela Monae Johnson, Healthcare Coordinator  
Marquise Parker, Care Manager  
Andrew Roldan, Concierge  
Frederick Lewis Schiefer III, Cook  
Alexandra Teeter, Healthcare Coordinator  
Shanice Washington, Care Manager  
Katiya Watkins, Care Manager  
Alecia Williams, Care Manager  
Christopher Williams, Care Manager

## DISCOVERY VILLAGE AT NAPLES

Anthony Alongi, Executive Director  
Peter Brega, Director of Facilities  
Emmanuella Doris, Housekeeping Supervisor  
Catherine Febres, Care Manager



Thomas Finer, *Director of Culinary*  
Allyssa Johnson, *Business Office Assistant*  
Jennifer Meisner, *Director of Recreation & Events*  
Henry Rivera Jr., *Security*

#### **DISCOVERY VILLAGE AT PALM BEACH GARDENS**

Kathryn Burke-Brown, *Concierge*  
Mildred Charles, *Concierge*  
Carl Gede, *Server*  
Casey Hurd, *Facilities Director*  
Sherelle Hayes, *Server*  
Timmesha Howard, *Server*  
Marshly Laguerre, *Server*  
Marcus Leggett, *Housekeeping*  
Alison Liquori, *Celebrations Coordinator*  
Andrew King, *Cook*  
Marciane Martial, *Housekeeping*  
Lourdie Ixinmon Midy, *Health Care Coordinator*  
Agnes Riggins, *Dishwasher*  
Romario Rennie, *Server*  
Jevonnie Wilson, *Server*

#### **GREENTREE AT WESTWOOD**

Ashley Fields, *Housekeeping*

#### **LAKE SIDE AT MALLARD LANDING**

Vanessa Williams, *Care Manager*

#### **OAKLEAF VILLAGE AT GREENVILLE**

Jennifer Donner, *Senior Lifestyle Coordinator*

#### **RITTENHOUSE VILLAGE AT MICHIGAN CITY**

Erika Jaremczuk, *Care Manager*  
Jkob Lewis, *Care Manager*  
Jonisha Mussa, *Server*  
Chiara Tursi, *Server*

#### **RITTENHOUSE VILLAGE AT PORTAGE**

Grace Boyd, *Care Manager*  
Monica Castillo-Hammers, *Care Manager*  
Phillicia Parks, *Care Manager*  
Brandy Phelps, *Medication Technician*  
Shaquita Pugh, *Care Manager*  
Paula Weitzner, *Medication Technician*

#### **RITTENHOUSE VILLAGE AT VALPARAISO**

Susan Burelli, *Senior Lifestyle Counselor*  
Fabian Durant, *Care Manager*  
Samantha Hastis, *Server*  
Shannon Higgins, *Medication Technician*  
Monique LeDonne, *CNA*  
Brooke Olsen, *Server*  
Michelle O'Neal, *Care Manager*  
Theresa Powell, *Care Manager*  
Samatha Reed, *Care Manager*

#### **SPRING MILL SENIOR LIVING**

Hannah Carhart, *Server*  
Steven Fecht, *Housekeeping*  
Emily Flamingo, *Care Manager*  
Nicholas Ben Karmel, *Housekeeping*  
Joycelyn Kerecz, *Server*

Alexandria Matta, *Care Manager*  
Carlasia Sanders, *Care Manager*  
Jolene Swan, *Care Manager*  
Kadisha Tucker, *Care Manager*  
Anita Wasilwa, *Care Manager*

#### **SUMTER SENIOR LIVING**

Kristin McClelland, *Executive Director*

#### **THE TRACE**

Brennan Brignac, *Server*  
Jackie Brown, *Assisted Living/Care Manager*  
Raven Brown, *Assisted Living/Care Manager*  
Domonique Dykes, *Memory Care/Care Manager*  
Tashira Haynes, *Memory Care/Care Manager*  
Sheila Malbrough, *Assisted Living/Care Manager*  
Tyrie Perkins, *Assisted Living/Care Manager*  
Dylan Sandifer, *Server*

#### **THE WELSTONE AT MISSION CROSSING**

James Braddock, *Full-Time Sous Chef*  
Candy Hoyle, *Part-Time Cook*

## **Congratulations**

Join us in congratulating your fellow Team Members!

#### **DISCOVERY SENIOR LIVING**

Andrea Gabel, *Promoted to Assistant Controller*  
Breanna Hallman, *Promoted to Regional Controller*  
Simon Meyer, *Promoted to Business Intelligence Analyst*  
Heidi Miller, *Promoted to Vice President of Marketing*  
Mitch Richman, *Promoted to Regional Vice President of Operations*

#### **ASTON GARDENS AT TAMPA BAY**

Brittany Barber, *Promoted to Lead Server*  
Geneir DaConceicao, *Promoted to Lead Cook*

#### **CONSERVATORY AT CHAMPION FOREST**

Leslie Hinojosa, *Promoted to Senior Lifestyle Coordinator*  
Hannah Nelson, *Promoted to Senior Lifestyle Coordinator*

#### **DISCOVERY COMMONS AT BRADENTON**

Ann Ditchburn, *Promoted to Director of Recreation & Events*

#### **DISCOVERY COMMONS AT PARKLAND COMMONS**

Melanie Rivera, *Promoted to Director of Resident & Transportation Services*

#### **DISCOVERY VILLAGE AT MELBOURNE**

Pamela McGovern, *Promoted to Senior Lifestyle Coordinator*

#### **DISCOVERY VILLAGE AT PALM BEACH GARDENS**

Junia Bernard, *Promoted to Director of Health & Wellness*

#### **RITTENHOUSE VILLAGE AT LEHIGH VALLEY**

Amanda Trollinger, *Promoted to Senior Lifestyle Coordinator*





# DAH CORNER

## This Year's Menu: Change, Growth & Adaptation

In our last update, I described how the world of home healthcare was changing in 2020. With the Medicare payment structure and guidelines changing quite drastically, our world has become a lot more complicated. Simply put, only the strong and smart will survive! And while we are in that group, there is more to this story.

In years past, we simply needed a doctor's prescription, valid participation in traditional Medicare and a "skilled" need in order to initiate services. Every once in a while, Medicare would ask us to send in 5 to 25 patient charts just to validate that we were following the rules. For companies that don't, at the very least, Medicare would take back prior payments, or would investigate further if they felt that the provider was non-compliant or in violation of the rules and regulations.

Starting later this year, however, Medicare will begin validating every patient's need for care, and do so just as their care begins. Here is how it will work:

We will get the doctor's order, visit the patient and let the physician know what is needed. We will then work with the help of the physician to assemble all required documentation, including the doctor's order for care, an office visit note signed by the physician, a plan of care, and a verification form signed by the physician affirming that the patient was seen recently for the condition(s) to be treated.

We used to assemble this information in 15 to 20 days, but will now be required to have them all in our possession in 5 days or less, and be ready to submit all documents to Medicare. We then need to start administering care, fill out a 25-question summary form for each patient, and scan those forms to Medicare, asking that we be allowed to continue care. Medicare has 10 days upon receipt to answer, and we will continue to care for the patients while we wait.

Following Medicare review, we will receive one of two answers: 1) "Continue Providing Care" or 2) "Stop Administering Care—we don't think it is justified, and you will not be paid for care provided to this point."

As you can imagine, we must be supremely sure that each new case not only meets the requirements in Medicare's eyes, but exceeds them! It is not always clear how a case will be reviewed, as each is reviewed by a human, not a machine with a computer program. There is a large opportunity for difference of opinion, but it is our responsibility to be sure that the admission criteria is easily met, each document supports the need for care, and that care is deeply focused on treating the physician's initial diagnosis and request for home care.

This is just another hurdle, and we are up to the challenge! However, excellence in execution is the key, and so we are getting ready months in advance by operating today as if we are already required to under the upcoming regulations.

If that were not enough, COVID-19 hit our country and our leader asked us to design a way by which we could help routinely screen Independent Living residents in areas where we have a DAH company—that means SW Florida, the Tampa area, Sun City Florida and the Dallas Metroplex. So, we rolled out a no cost to the resident program by which we will go door to door (for those who request the service) and perform a screen that might identify someone early in the disease process, as a help to our residents and our communities. Big thanks to Lori Atkinson R.N. for quickly and efficiently designing a process to help our teams and residents.

Lastly, we are expanding our Private Duty Services to Discovery Village At Palm Beach Gardens, as well as Aston Gardens At Tampa and Aston Gardens At Sun City Center. Amarilis Iturmendi has transferred back to the Tampa area from Boynton Beach where she had moved to operationalize Discovery At Home Personalized Living at Discovery Village At Boynton Beach. We are glad to have her back on this coast to grow our Private Duty business at Discovery At Home Gulf Coast, located in Tampa, Florida.

Stay tuned for more Medicare news and DAH updates as soon as they are available!

**Dan Cundiff** | President, Discovery At Home





Kevin Cherrington, Bill Sciortino and Diana Thies present a check to Brevard Alzheimer's Foundation

Discovery Senior Living did not just participate in the 6th annual Cycle4ALZ event, hosted by the Brevard Alzheimer's Association...we dominated it!

Our team leader, Kevin Cherrington, Project Manager

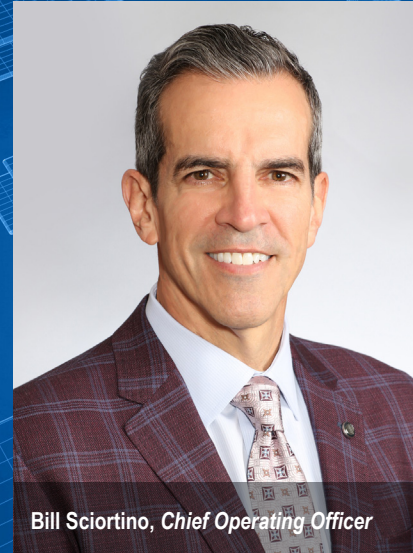
from Discovery Development Group, inspired us to raise over \$28,000 for this most worthy cause! And as the sun came up that Sunday morning (Feb. 23) and our 20-person team saddled up in our custom, Discovery cycling jerseys, the organizers recognized Discovery Senior Living for this giant achievement. We also had the biggest cheering section at the start/finish line!

A long cycling event is a test of stamina and teamwork. You have a plan going in, but must adjust as conditions shift or fatigue sets in. The best way forward is in a big and unified group, or peloton, where riders take turns at the front so that others can draft behind and recharge. At all times, everyone is looking, calling, and signaling about traffic, debris, potholes, etc.

In many ways, this is like being on the job at a Discovery community, where we must also be pulling in the same direction. There are days you can coast a little, and others when you're needed up front to lead the way. Sometimes we're gliding easily downhill, while other times we might be pedaling into the headwinds while our legs are screaming. In times like those, it's easy to become discouraged or fall away from the group. But if we're going to make good time, we must be communicating and sharing the load. We need leaders to get out in front and unselfish contributors to play vital supporting roles. If we allow riders to fall back, it hurts us all. So here again, retention and resilience are key.

When you look around your community today, think about where the road is taking you and who you can count on in your peloton. We are still very early in 2020, Team Discovery...so let's ride!

# OPS CORNER



Bill Sciortino, Chief Operating Officer

Ahhhh...summer's finally here! For cold-weather communities, a chance to get our residents outside for meals, happy hours and exercise. And for our hot-weather communities, springtime is over and we scurry back into the A/C. But in the summer of 2020—the summer of COVID-19—none of that matters. Our movements are dictated in our personal lives and at work by precautions to keep our residents, families, teammates and ourselves healthy and thriving.

Think about how different each day is since the last *Connection* newsletter; how we changed our daily routines from high touch to social distance; from visits to video chats and virtual tours; from loud, lively dining rooms to room service on a massive scale.

Strict precautions may have created a very different feel in our communities...but isn't that what was demanded by this worldwide emergency? We have been forced to take temperatures, share PPE, report testing and results daily, and we made this our routine. The mark of a great operation is not only doing little things well in a repeatable fashion, but also being able to **quickly pivot** when conditions change. I am so impressed with how we adapted when forced and made this new reality our own.

Now, as states and counties ease restrictions, we will change again...slowwwwly. After isolation, we want to get our residents moving about for those unique Discovery experiences they expect. **Stay strong** as a team and continue to be cautious. This has not been easy, but **we should all feel proud** of our collective success in managing this tremendous challenge!



