



CONNECTION

Keeping Team Members Connected!

A MESSAGE FROM YOUR CEO



Richard J. Hutchinson, CEO

Team DSL, as we and the world continue to fight COVID-19, it seems that it is not too early to learn some very valuable lessons from this pandemic that will inform and strengthen the Discovery family of companies and customers going forward:

1. **Senior Living Is Filled with Truly Committed/Dedicated Professionals:** My experience has been that the character of a leader and a person is never more tested than in a crisis, and our profession has “stepped up” not only to keep our Residents and Team Members safe, but to lead the education and advocacy efforts with our government and agencies from the local to federal levels!
2. **Our Residents/Families Understand and Appreciate Our Dedication/Focus:** I have been moved numerous times over the past months from letters, phone calls, videos and emails from both Residents and their Family Members describing their heartfelt appreciation for how we not only are keeping our residents safe, but also engaging them in creative ways to ensure their mind and spirit are kept strong as well. The data I have seen across the industry as well as with Discovery in particular has shown that living in a senior living community is the best option for Residents to ensure a full balance of safety, socialization and engagement during a crisis.
3. **“Lead, Follow or Get Out of the Way:”** One of my favorite quotes attributed to one of our country’s founding fathers, Thomas Paine, and made more famous by General Patton when he told his leadership to “Lead me, follow me or get out of my way” during WWII, and a quote that I firmly believe has never been more true than it is in these times. I am both impressed and proud of how our Company has taken a leadership role both at the community level and at the Home Office, often implementing “smart” policies and programs well before the general population or guidance that has been developed by the “experts.” It emphasizes that we know our Residents, their Families, our Team Members and what is in their best interests and don’t need to wait until someone else tells us how to take care of them!
4. **Our Government Didn’t Know the Crucial Role of Seniors Housing in Our Overall Healthcare Delivery System:** I have had a front row seat in numerous phone calls and meetings with members of Congress trying to explain to them why we need and deserve the government’s assistance during this pandemic to ensure we maintain the health and welfare of our Residents and Team Members. I believe the local restaurants, bars and even dentists were on round 2 or 3 of relief before we were even recognized as a worthy recipient of Personal Protective Equipment, testing and reimbursement for direct COVID-19 costs. We have finally been recognized in all these categories, and our focus is now on ensuring we receive priority for near-future vaccine allocations. *(It feels good to type those words!)*
5. **Business Goes on:** Clearly, our 2020 plans have been greatly impacted by the pandemic, but we continue to move our business forward while many other companies and numerous industries were paralyzed, and some, sadly, closed their doors permanently. I am proud that we have not only served our existing Residents, but created new programs to ensure that we could attract new ones; we are here to serve seniors, and I cannot fathom turning away those who desire and need our assistance during a crisis. In addition to the typical, day-to-day operations, we also opened three, new communities and completed a major recapitalization of one of our community portfolios—a tremendous undertaking for sure!
6. **Life Goes on:** Not only have we had to live our personal lives under “new normal” rules during the pandemic, but we have also witnessed a tremendous social movement during the pandemic, all while entering a very polarized election season. During these challenges, I gain strength knowing that we live in a country and society that, while certainly not perfect, and even during upheaval amidst the pandemic, still has the tenacity and fortitude to demand what is right. While many argue on the fringes about the best way forward, I have not found anyone who denies that every person has an “*Unalienable right to life, liberty and the pursuit of happiness*,” and we as a society must carry the weight of responsibility to “*Do the right thing*” until all have equal opportunities to achieve this founding principal of the Declaration of Independence.

As I close this correspondence, I ask each of our Team Members, Residents and their Families to stay together, stay strong, stay positive and support one another as we move forward. As I stated at the beginning, together we will be strengthened by our collective experiences, and better days are just ahead!

Richard J. Hutchinson, CEO





Welcome

Join us in welcoming our newest Team Members!

DISCOVERY SENIOR LIVING

Edeline Bigas Quinones, *Interior Design Project Manager*
Cassandra Engeldinger, *Director of Marketing*
Cassidy Holloway, *Office Manager*
Kristen Kiley, *Project Manager*
Shea Krause, *Regional Director of Sales*
Robert Miller, *Regional Controller*

ASTON GARDENS AT PARKLAND COMMONS

Kayla Almonte, *Server*
Krystal Anderson, *Server*
Nia Edwards, *Server*
Ronaldo Freitas Filho, *Server*
Chiara Giuliano, *Server*
David Hall, *Server*
Bellande Jeanith, *Health Care Coordinator*
Michael McIntosh, *Server*
Ryan Merovee, *Server*
Christina Quiles, *Server*
Monique Robinson, *Server*
Jeananne Thompson, *Server*
Casey Wood, *Server*

ASTON GARDENS AT PELICAN MARSH

Carlos Labadie, *Senior Lifestyle Counselor*

ASTON GARDENS AT PELICAN POINTE

Kimberly Castro, *Housekeeper*
Owen Dodgson, *Server*
William Kruase, *Transportation*
Nicholas Montour, *Server*
Rose Mulligan, *Transportation*
Hope Schmidt, *Housekeeper*
Joseph Smith Spada, *Server*

ASTON GARDENS AT TAMPA BAY

Sara Diego, *Care Manager*
Jason Elizondo, *Security*
Cailsy Smith, *Server*

BLUE RIDGE ASSISTED LIVING

Jessica Adams, *Director of Health & Wellness*
Donna Chastain, *SHINE® Memory Care Director*
Kim Cheves, *Concierge*
Dionne Ryff, *Business Office Manager*

CARUTH HAVEN COURT

Hawa David, *Care Manager*
Yulian Puga, *Care Manager*
Edras Samayoa, *Cook*
Destiny Zapata, *Concierge*

COUNTRY CLUB AT WOODLAND HILLS

Megan Cushing, *Senior Lifestyle Counselor*
Amy Huntley, *Senior Lifestyle Counselor*

DISCOVERY COMMONS AT WILDEWOOD

John Banks, *Cook*
Linda Bonds, *Cook*
Mitchell Dove, *Dishwasher*
Marinita Holland, *Care Manager*
Adeline Joseph, *Med Tech*

DISCOVERY VILLAGE AT ALLIANCE TOWN CENTER

Kate Ansley, *Housekeeper*
Laura Bernardina, *Server*
Monica Fragoso, *Cook*
Sydney Hedge, *Dishwasher*
Claudia Gutierrez, *Server*
Meagan McCowan, *Server*
Joe Montez, *Facilities Assistant*
Mary Simon, *Concierge*

DISCOVERY VILLAGE AT MELBOURNE

Colin Buchanan, *Healthcare Coordinator*
KC Carpenter, *Celebrations Coordinator*
Jacquelyn Chalona, *Healthcare Coordinator*
Myrlande Colston, *Care Manager*
Alisha Cooks, *Care Manager*
Diahvionne Deloach, *Concierge*
William Dykes, *Healthcare Coordinator*
Malasha Eugie, *Care Manager*
Charles Litchmore, *Transportation*
Elena Magrone, *Concierge*
Angela Owens-Dorsey, *Concierge*
Shirlene Patterson, *Housekeeper*
Kerry Ann Philibert-Weir, *Cook*
Alexis Rodriguez, *Celebrations Coordinator*
Bridget Sorrell-Johnson, *Care Manager*
Kimberly Vecsey, *Healthcare Coordinator*



DISCOVERY VILLAGE AT NAPLES

Ashley Cruz, *Server*

Nathalie Durand, *FitCamp® Coach*

Ginette Gabriel, *Dishwasher*

Jessie Landrum, *Director of Facility Operations*

Abigail Milhomme, *Server*

Kevin Noguez, *Sous Chef*

DISCOVERY VILLAGE AT THE FORUM

Keyshnia Cook, *Healthcare Coordinator*

Danielle Hiscutt, *Celebrations Director*

Olivia Presendieu, *Server*

Sherita Troupe-Spates, *Care Manager*

Suzanne Weber, *Senior Lifestyle Counselor*

REGENCY POINTE

Latina Smith, *Health Care Coordinator*

RITTENHOUSE VILLAGE AT MICHIGAN CITY

Jessica Fucela, *Care Manager*

Arturo Gonzalez, *Cook*

Megan Simpson, *Server*

Alexandra Smith, *Server*

RITTENHOUSE VILLAGE AT PORTAGE

Abigail Elkins, *Concierge*

Crystal Jarvis, *Server*

Danyelle Unique Johnson, *Care Manager*

Michelle Hall, *Care Manager*

Makenzie Marx, *Care Manager*

Skye Milner, *Care Manager*

Sunshine Moore, *Concierge*

Tasha Neal, *Care Manager*

Tearia Smith, *Care Manager*

Amanda Tyler, *Care Manager*

Barbara Wilson, *Server*

Debbie Zielinski, *Health Care Coordinator/RN*

SPRING MILL

April Azubuike, *LPN, Assistant Director of Health & Wellness*

Michael Every, *Director of Facilities*

Kristi Mackewicz, *Business Office Manager*

Sherry Smith, *LPN, Director of Health & Wellness*

Nicole Walters, *Celebrations Coordinator*

THE TRACE

Ryan Siler, *Director of Culinary Services*

Jeffrey Wright, *Business Office Manager*

THE WELSTONE AT MISSION CROSSING

Isa Aguirre, *Server*

Kelly Baker, *Concierge*

Miguel Galindo-Cruz, *Sous Chef*

Stephanie Warren, *Senior Lifestyle Counselor*

Congratulations

Join us in congratulating your fellow
Team Members!

ASTON GARDENS AT PELICAN MARSH

Kristi Picard, *Promoted to Director of Resident & Concierge Services*

ASTON GARDENS AT TAMPA BAY

Jessica Kyte, *promoted to Assistant Supervisor*

Morgan Martello, *promoted to Security*

Thompson Stephens, *promoted to Security*

Cristal Torres, *promoted to Celebrations Coordinator*

DISCOVERY VILLAGE AT MELBOURNE

Dana Jarett, *promoted to Director of Health & Wellness*

Lisa Myers, *promoted to Assistant Director of Health & Wellness*

DISCOVERY VILLAGE AT SARASOTA BAY

Marianne White, *promoted to Director of Culinary Services*

DISCOVERY VILLAGE AT THE FORUM

Cynthia Bournazian, *promoted to Director of Health & Wellness*

Ryan Cook, *promoted to Director of Culinary Services*

THE WELSTONE AT MISSION CROSSING

Bob Baker, *promoted to Director of Facility Operations*

RESILIENCE

Resilience: The Strength We Need to “Lift the Load of Life”

No offense to 2019—a year many at the time called “The Year of Adversity”—but most of us have never experienced anything like all that’s transpired so far in 2020. And while that’s one stroll down Memory Lane we can all do without, now does seem like an appropriate time to discuss resilience, or the ability to rebound whenever life inevitably places adversity along our path.

Dr. Amit Sood, who created the Mayo Clinic’s Stress Management and Resiliency Training (SMART) program, himself describes resilience as “The core strength you use to lift the load of life.” It’s interesting, and especially important today at a time when the experts agree that it takes a lot of strength and resilience to live and work in the world as we now know it.

So with that, here’s some of what makes us resilient, and how we can work on this part of ourselves while also becoming a stronger support system for one another.

“

**I can be changed by what happens to me.
But I refuse to be reduced by it.**

- Maya Angelou

”

5 Principles of Resilience

As it turns out, we’re not just born with a certain level of resilience that sticks with us for life. Instead, Dr. Sood believes that resilience is a learned skill, and although not always easy to cultivate, it’s an overall attitude comprised of five (5), distinct principles.

According to that, changing our way of thinking in these areas may hold the key to becoming more resilient:

Gratitude: Our ability to acknowledge what went right, even when things overall went wrong

Compassion: A calling to nurture ourselves and/or others when facing difficult times

Acceptance: Our choosing to recognize that a life without adversity just isn’t realistic

Meaning: Being focused only on what is and what we can control; not any potential, negative outcomes that could be

Forgiveness: Learning to let go of our struggles without blaming ourselves, others or life in general for creating them

Each principle essentially calls for positivity, patience and optimism in response to adversity. Sounds practical enough—but due to humans’ innate “negativity bias,” we aren’t always predisposed to those responses...especially whenever things aren’t going well to begin with.

Resilience emphasizes the strength we derive from owning our responses in the face of adversity. And while we can’t decide life’s outcomes, we always have the power to control our actions, attitude, way of thinking and how we support those around us. Here’s why that’s important...

We derive resilience in two, different ways: From the inside out, and from the outside in. For ourselves, resilience comes from inner resources like the 5 principles. But it also comes from the love and support of our families, friends and co-workers.

So let’s be good to ourselves, and be good to one another, because individually, we can all improve our own resilience. But by working together, we can make a meaningful difference for everyone.



SHINE® Memory Care Curriculum Earns National Certificate of Recognition from The Alzheimer's Association

Practically everybody—especially those of us who work in senior living, or who have had a loved one with dementia—know the Alzheimer's Association. It is, after all, the country's leading, voluntary health organization dedicated to Alzheimer's care and research. And as it turns out, the Alzheimer's Association knows about us and the work we're doing...and it's impressed!

In fact, following a comprehensive review, our SHINE® Memory Care Program curriculum received a national Certificate of Recognition from the Alzheimer's Association. It's a momentous achievement and a milestone for SHINE®, a program we have been working hard to grow and refine with input from our communities and guidance from our partners at the Alzheimer's Association.

In its review of our SHINE® curriculum, the Alzheimer's Association assessed current evidence, best practices and expert opinions regarding dementia care standards, team member training, practice and policy, and recognized SHINE® for being uniquely suited to deliver outstanding memory care with a person-centered focus. The program's

curriculum, however, isn't all that's been deemed outstanding...

This Certificate of Recognition also implies that through their specialized training and certification, our SHINE® Memory Care Team Members are exceptionally well-prepared to administer the highest level of person-centered care.

"This recognition is an honor for our organization, and a testament to the quality of SHINE®," said Laura Sypniewski, Nation Director of Health and Wellness. "It shows that SHINE®'s person-centered approach is at the leading edge of the dementia care industry, and so too are the remarkable Team Members, whose exceptional knowledge, commitment and performance makes a meaningful difference in the lives of our residents each and every day."

The certified SHINE® Memory Care Program curriculum will now be utilized across our organization as part of our professional care worker training. And be sure to visit the Alzheimer's Association website, alz.org, where you'll find SHINE® and its dementia care training program recognized for this latest achievement.



MAIN LOBBY

Our All-New Corporate Headquarters is Open!

Discovery's New Digs

Our company's rapid growth has put us firmly at the forefront of the senior living space. And now, as our Team steadily expands and we continue working to design and implement a true, best-in-class resident experience, we're settled into a bigger and better space from which to do it!

This has been a long time coming, and although our new corporate headquarters opened in late-July amidst little fanfare because of COVID-19, it's pretty spectacular and worthy of celebration. Have a look for yourself!

Indeed, many of us have never before seen or experienced a more well-appointed working environment than this one. It is spacious, luxurious, and brand-spankin' new. Every work space is oversized and private, and with large and thoughtfully designed working areas, our various Teams—Marketing, Design, Development, Accounting and Finance, etc.—now have amazing, new spaces in which to meet and collaborate.

Modeled after some of those jaw-dropping headquarters of Silicon Valley's tech titans, it's an awesome thrill to call this place our company's new home. So most heartfelt thanks to our executive leadership, design team, and everyone who had a hand in making this remarkable vision a reality.

Here's to a triumphant future in our new headquarters!



Team Member Lounge Kitchen Area



Welcoming Distinguished Guests Including Bonita Springs Mayor Peter Simmons for a Tour of Our New Office



Executive Board Room



DAH CORNER

Adapt, Innovate, Succeed

In our last message, I spoke of the sweeping Medicare changes introduced for our industry and how we had two choices: Adapt, innovate and chart a path to success, or just complain and die on the vine.

Naturally, we chose option one, and putting months of “practice” into place, we began treating patients by the new rules and have found success...not just operationally, but financially too. We also recognized and unlocked new opportunities while many of our peers stumbled.

We continued to work on our messaging to referring physicians. The Medicare rules have changed for them as well, and they get info from multiple companies, many of them less-than-compliant, so we’ve emphasized how having the correct info and working together in compliance will help everyone be successful and create positive outcomes for residents (patients) and their communities.

One impact of COVID-19 is that our outpatient therapy services have slowed down in their growth. You can imagine seniors’ reluctance to be in an enclosed space and in such close proximity to others, so we have simply pivoted and focused our therapy teams on new, Medicare Part A patients because that business segment has grown. Now we will simply wait for the outpatient therapy segment to return to viability once COVID-19-related risks diminish.

We also moved out of our old offices and into the new corporate headquarters! As you can imagine, moving requires major effort by many, and we’d especially like to thank Donna Boniello, Director of Interior Design, and Corbin Kidd, Information Systems Manager, as well as recognize the entire DAH Team, which even while working from home, managed to pack up and make the move without missing a beat in billing, caring for patients, or administering private-duty services.

Speaking of private duty...congratulations to Megan Doane

in Southwest Florida and Emely Iturmendi in Tampa, both of whom have been named Private Duty Managers for their respective agencies. Also, belated congratulations to Rosana Rivera for being named Administrator at DAH Personalized Living in Boynton Beach, Florida.

Emely has operationalized Private Duty Services for DAH Gulf Coast at Aston Gardens At Tampa Bay and both of our Sun City Center communities. She transferred from DAH in Boynton Beach, and we are delighted to have her expertise as we get things up and running in Tampa and Sun City Center!

We are searching for a similarly talented individual to do the same in our Dallas area, where we hope to begin providing private-duty services for residents. More news on that soon.

Big kudos to DAH in Texas for very successfully navigating the Medicare rules and gaining critical go-ahead to care for new patients with a stunning, 96% approval rate. That is simply amazing, and a testament to our referring physicians and the entire Team at DAH in Texas. Very well done!

Looking ahead, Florida will very soon undergo the same Medicare approval process to continue care under the new rules. Secondly, DAH Gulf Coast will undergo its latest accreditation survey, and as we are moving to a new accreditation organization, will face an added challenge there as well. DAH Southwest Florida will begin preparations for the same accreditation survey later this summer.

All in all, there’s no rest for the weary as we at DAH continue to care for our residents, and amidst changing Medicare regulations, are working hard to maintain that honor.

Dan Cundiff | President, Discovery At Home



Highlighting Our Industry Task Force & Committee Participation

Your Impact Extends Far Beyond the Walls of the Communities

Walk the hallways of a Discovery Senior Living community, or visit our corporate headquarters and you're bound to see hardworking Team Members doing their part to make a difference. For some, it's by providing direct care and service to our residents. For others, it's working to enhance our existing communities, and even imagine new ones for the future. Sure, our roles may vary; but our mission is the same: Deliver an exceptional lifestyle experience for residents of our communities.

Did you know, however, that Discovery Senior Living Team Members are also hard at work in Washington and elsewhere as part of continuing efforts to shape the near- and longer-term future of the senior living industry?

It's true. From industry advocacy efforts and driving political interests, to developing innovative strategies for future talent recruitment and retention, here are just some of the ways our company and its leaders are at the forefront, making sure that the respective voices of our residents, Team Members and the broader senior living industry are heard.

In his elected role as Political Action Committee (PAC) Chairman, CEO Richard Hutchinson is representing more than 500 companies from all corners of the senior living industry at a most critical juncture. Amidst the far-reaching implications of COVID-19, Richard is working to obtain critical relief funding, protect the interests of essential

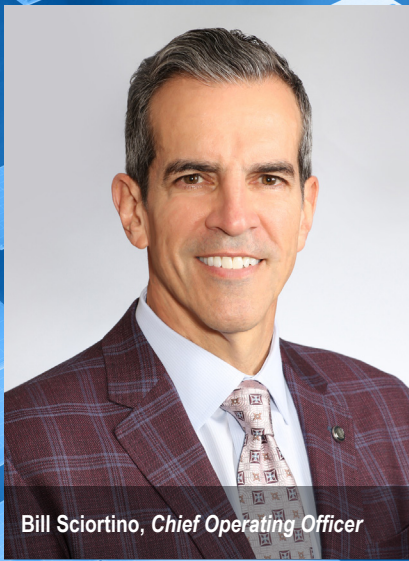
workers, ensure important legal protections and avoid over-regulation of our industry.

Meanwhile, as part of ASHA's "Where You Work Matters" task force, Senior Vice President of Human Resources Lisa Lacy is helping lead nationwide efforts to educate the current and future workforce about the benefits of a career in the senior housing industry. These efforts are integral if companies like ours are to keep pace and meet future demand in such a fast-growing industry.

Now add to that Vice President of Marketing Heidi LaVanway, who has been selected to Argentum's first-ever Leadership Advancement & Development (LEAD) Program; and AVP of Resident Experiences Jolene Moore, who recently joined the International Council on Active Aging's COVID-19 Senior Living Task Force, and our Team's presence is truly being felt on the national stage and beyond.

This doesn't even speak to the valuable work that's being done by so many at the local levels. From chamber participation to charitable contributions, and family and healthcare worker support groups, to PTAs and countless other organizations, we're collectively making important contributions both inside and outside of our communities.

Perhaps amidst the daily grind, it's easy to forget, but even in trying times, we're doing great things together, and are having a collective impact that extends far beyond just our respective communities or local areas. Maybe we can't cure COVID, but we can all take pride in that!



Bill Sciortino, Chief Operating Officer

BILL'S BLOG

"Back to school!" When we were children, we dreaded those words, but as working adults, they have a whole different meaning. Whether or not you have little ones of your own, the business calendar is always impacted by this event because your co-workers, suppliers, etc. often squeezed PTO between the summer camps, little league and soccer and the beginning of the school year. Meetings were sparse and decisions were put off until "after Labor Day," when kids go back to school and all of us buckle down and attack the final third of the year. It's a whole different feel after that holiday, isn't it?

But like everything in 2020, even back to school is completely different. It's a source of stress for parents, students and institutions across our nation. Nights will get shorter and the weather will cool, but "after Labor Day" is not typical this year.

What can you and your Teammates accomplish between now and the end of the year? Do we have that sense of urgency that we usually feel in September? How is your occupancy...or your Team Member survey results? Are your capital projects and resident assessments where they should be? Is the community clean, and are we delivering the Discovery experience that has always set us apart?

We have done a marvelous job of managing to this point, but other details may have slipped as COVID-19 consumes our attention. Let's use this final portion of 2020 to make sure that all the "normal" components of daily operations are the very best they can be!



Barking Lot

Earlier this year, a special, ribbon-cutting event was held at Aston Gardens At Parkland Commons to commemorate the official opening of "The Barking Lot," the community's brand new, off-leash dog park. Residents (including dogs), Team Members, and even Parkland's Mayor were on hand to celebrate the new amenity, which offers obstacles and room to run, plus shady areas for pet parents to sit and watch all the four-legged fun.



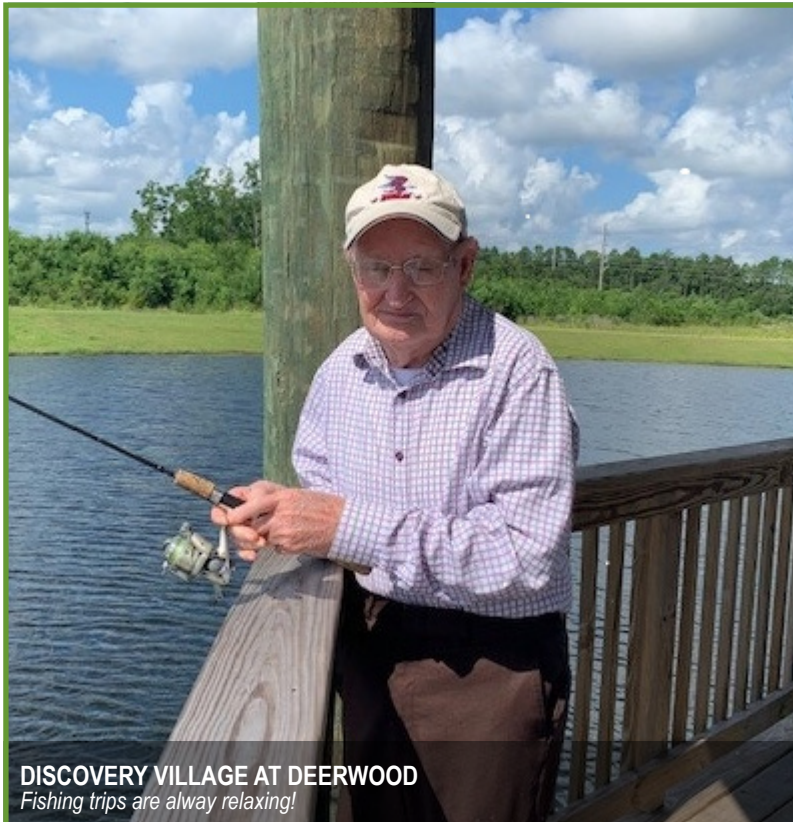
THE MANY FACES OF DISCOVERY SENIOR LIVING



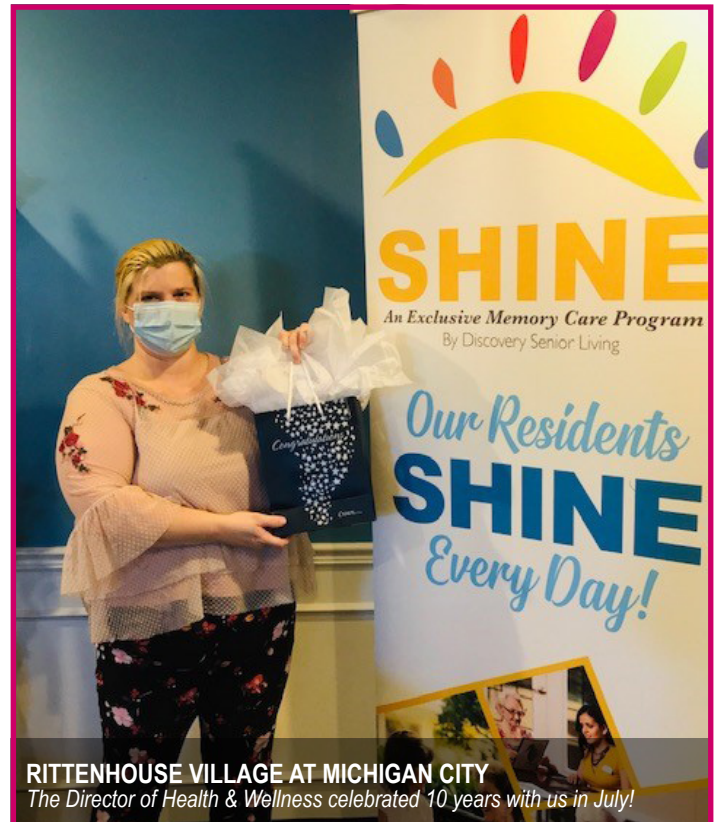
ASTON GARDENS AT PELICAN POINTE
Tara White posing during our Cruisin' through Aston Gardens drive event.



DISCOVERY VILLAGE AT SUGARLOAF
SHINE® Memory Care residents participating in a garden project.



DISCOVERY VILLAGE AT DEERWOOD
Fishing trips are always relaxing!



RITTENHOUSE VILLAGE AT MICHIGAN CITY
The Director of Health & Wellness celebrated 10 years with us in July!





RITTENHOUSE VILLAGE AT LEHIGH VALLEY
Residents enjoy fresh fruit from the Farmers Market.



RITTENHOUSE VILLAGE AT PORTAGE
Residents playing bullseye!



DISCOVERY COMMONS AT WILDEWOOD
Virtual paint and sip that was enjoyed by residents and Team Members!



DISCOVERY VILLAGE AT SARASOTA BAY
Residents enjoying some craft time!



THE TRACE
This resident made a beautiful sign for their parade event!



CONSERVATORY AT ALDEN BRIDGE
Residents donate to Interfaith of The Woodlands Food Pantry.



RITTENHOUSE VILLAGE AT MICHIGAN CITY
Residents having fun Wii bowling.



DISCOVERY VILLAGE AT TAMPA PALMS
Residents create hot air balloon crafts



ASTON GARDENS AT PELICAN MARSH
The dining team delivers a Happy Birthday cake to some special residents



DISCOVERY VILLAGE AT WESTCHASE
Pretty Pauline is getting her day started off right - coffee with The King.



DISCOVERY VILLAGE AT TWIN CREEKS
Residents crafting art during Mandala's & Mimosas.



BLUE RIDGE ASSISTED LIVING
Families visit their loved ones on our front porch.



Going Above & Beyond

Sending well-deserved “Shout Outs” to all our communities and Team Members who go the extra mile. Your hard work and commitment touch the lives of so many each and every day!

FACILITY OPERATIONS TEAM Discovery Village At Sarasota Bay

I'd like to recognize the Facility Operations Team: Housekeeping, Maintenance, and Vehicle Operations. Our team has continued to work through the COVID pandemic, giving great customer service, never faltering in their duties even under enormous stress and sometimes shorthanded. Great job Patrick, Marge, Donna, Sandy, Carina, Maggie and Christine. Best Team Ever!

SAMUEL GOMEZ & HOUSEKEEPING Aston Gardens At Pelican Marsh

Shout out to Samuel Gomez from the Maintenance Department. He takes care of the daily work order requests and helps our residents with all anything they may need from Internet issues to computer problems etc. Thank you, Samuel!

I would also really like to recognize the hard work that ALL the housekeepers have been doing during the pandemic. They have been disinfecting surfaces and following all the cleaning guidelines to stop the spread of the virus.

TWIN CREEKS TEAM Discovery Village At Twin Creeks

I wanted to say THANK YOU to the entire team at Discovery Village At Twin Creeks for the amazing job you have done and continue to do during this challenging time. Your commitment to our residents and their health, safety, and well-being makes me proud to have you all as Team Members. You have done an INCREDIBLE job and your efforts are making a positive impact on our community and our team. Thanks again for all you do! Be vigilant, be safe!

KAYLA WILKEN Rittenhouse Village At Portage

Shout Out to Kayla Wilken for making a giant Kerplunk game for our SHINE® Memory Care Neighborhood and planning our Luau Team Member Celebration in July.

RACHEL CHUMA & WELSTONE TEAM The Welstone At Mission Crossing

Shout out to Rachel Chuma! Rachel works in our dining room part time. During the beginning of COVID, she was gracious enough to assist the front desk with various tasks such as answering phones, sorting and delivering mail and even worked extra hours to help keep our activity department going. She was always asking for things to do and wanted to help in any way she could. She is a real gem of an employee and we are so fortunate to have her!

We would also like to recognize our entire team! We really could not have tackled COVID without every single person giving it their all. We have not had a single case of COVID in our building!

HOPE BAKER Aston Gardens At Tampa Bay

Shout out to Hope Baker. Hope began working for Aston Gardens At Tampa Bay in March of 2019. She was hired into Transportation, but also training in security and as a Health Care Coordinator for our Assisted Living. Hope often helps in all three departments. She helps wherever needed and has been a huge help during the current pandemic. Her flexibility is greatly appreciated, thanks Hope!

BRANDY PHELPS
Rittenhouse Village At Portage

Shout Out to Brandy Phelps for organizing and decorating our SHINE® Memory Care neighborhood for a special sock hop!

ASHLEY FIELDS PORTER & POOL TECH
Discovery Village At Alliance Town Center

Cheers to Ashley Fields Porter & Pool Tech for a Deficiency Free Pool Inspection! GREAT JOB!

ROGER REAGAN
Blue Ridge Assisted Living

Shout Out to Roger Reagan, Culinary Director for going above expectations preparing meals for residents during the COVID-19 lockdown.

ROSE BRINDISI, KAYLA WILKEN, ANGEL RIPLEY & SHINE® MEMORY CARE TEAM
Rittenhouse Village At Portage

I would like to recognize the SHINE® Memory Care team members, especially Kayla, Angel and Rose for their continual compassion and care for my parents. It has been an exceedingly difficult few weeks with my mother falling and causing my father to be alone. They all have been very reassuring with their progress.

When Kayla found out about my mother, she immediately took action to get her back to Rittenhouse with my father. I did not think it was going to be a possibility for them to be back together, but she made it happen. She always called to show her concern during my mother's stay at Millers.

Rose has always been the highlight of my fathers' day. She makes everything fun and exciting. She has been such a great asset to the residents, especially keeping my father on his toes.

Angel also has been such a wonderful addition to the team. She is so gentle and sweet with the residents doing everything she can to make their day a little better and brighter.

Everyone has had their impact on mine, my siblings and especially my parent's lives. Their care for them has made this process much easier to handle and I could not be more grateful.

DAVID BIRKY
Rittenhouse Village At Valparaiso

There is no job that is too small for David. He pitches in and assists with each and every department whenever possible. Our community motto is "find a way to say yes" and he definitely lives that each and every day.

RILEY WALKER
Discovery Village At Southlake

Shout out to Riley Walker, Celebrations Coordinator, and a recent college graduate pursuing fine arts and theatre. Riley began working here just a few months ago, taking the role with high energy and enthusiasm. She has learned a great appreciation in the importance of what we do to encourage residents to stay active and socially connected. Riley strives to push forward and think outside of the box, putting her spin on each activity and decorating spaces, motivating our residents to activate their creative thinking through art, crafts, social engagements, and more. She has also taken initiative in every aspect to help our department with organizing our supplies. It goes without saying that Riley Walker is deserving of star recognition.

SPRING MILL TEAM
Spring Mill

Shout out to ALL of the team at Spring Mill for working diligently throughout COVID-19 and keeping Spring Mill COVID-free. Thank you for your hard work!

HENRY RIVERA
Aston Gardens At Tampa Bay

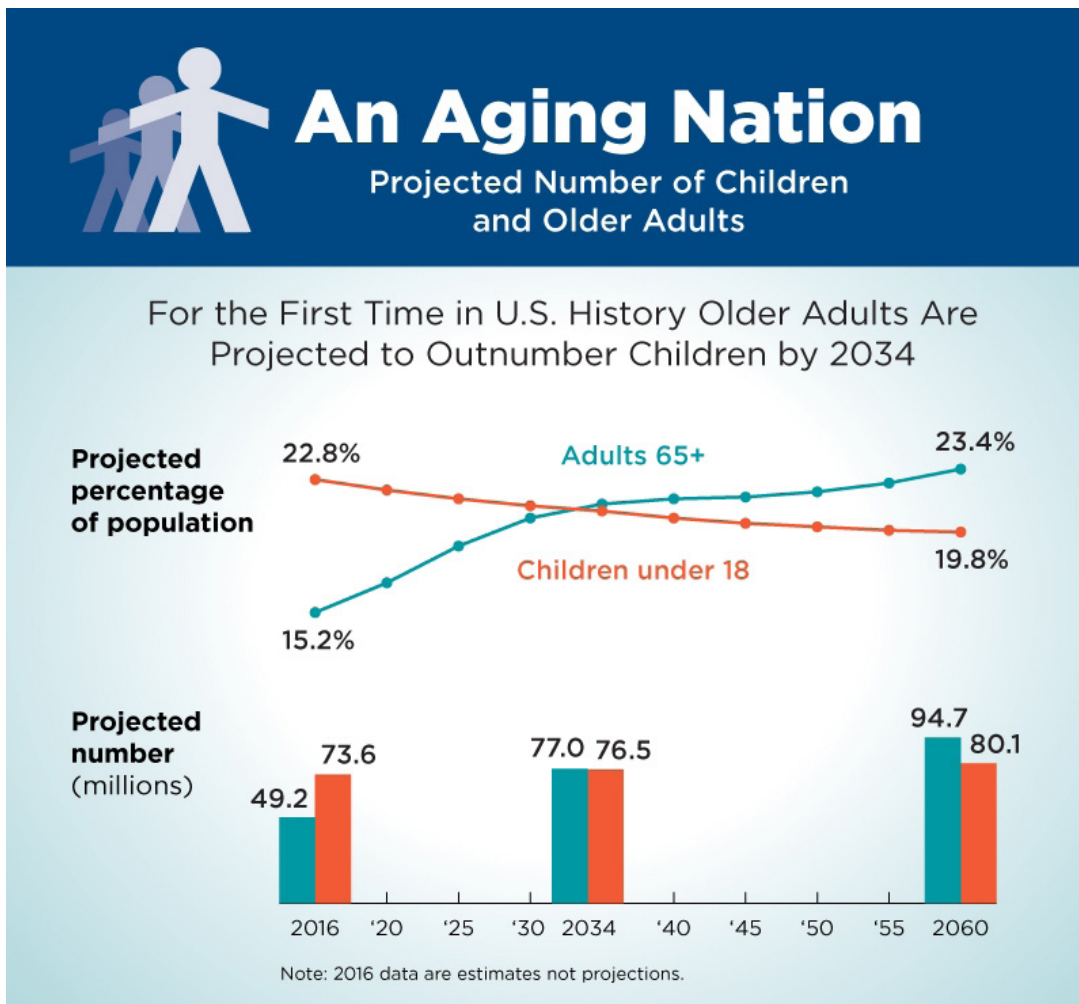
Shout out to our Facilities Operations Supervisor Henry Rivera who came back to work for us after being gone for a few years. Many nice letters have come to the Executive Director from very happy residents that he has resolved their maintenance issues quickly and always with a smile on his face. Thanks for making the residents smile Henry!

REGINE FERRELL
Rittenhouse Village At Michigan City

We would like to give a Shout Out to Regine Ferrell. She is currently a Care Manager of the SHINE® Memory Care Neighborhood. Regine most recently passed her Qualified Medication Administration class so she is in the process of completing her hours on the med cart. She has a kind heart and is very thoughtful. For example, Regine noticed that a resident had broken her watch and took it upon herself to get the resident a new watch. The resident was so excited to receive the new watch that she is still talking about her watch to others. That's what makes our SHINE® Neighborhood great and makes all our employees shine!

BOB, REGINA, MARIA & STEPHANIE
The Welstone At Mission Crossing

On August 27th at the 11th hour, we had someone walk in the building and rent an apartment on the spot. He had just moved here from New Mexico and only had the bag in his hand. Our Maintenance Director Bob was able to locate an extra bed, linens and a dresser for him so he would have a place to sleep. Our dining Manager, Regina, made sure he had a dinner delivered, our housekeeper Maria had an extra TV to give and Stephanie, our Senior Lifestyle Counselor, took him shopping this morning for some toiletries and clothing. We truly have a remarkable team here at The Welstone!



Something to Think About: Aging in America

The U.S. Census Bureau reports that for the first time in our nation's history, older adults will outnumber children by 2034. That's some testament to the value of companies like ours, and to our work, which directly impacts this key segment of the population.

The impact of changing demographics and the landmark shift towards an older America will be seen and felt all across the Discovery Senior Living organization. On the resource side, for example, it will require thoughtful and widespread hiring in order to satisfy increasing demand for our product.

On the development side, it will necessitate aggressive expansion, and the addition of new communities and thousands of additional homes. Marketing will need to reach and meaningfully appeal to a much larger, overall population. And the impacts go on and on...

At it's simplest, though, and on a very human level, the trend of aging in America means that what we do truly matters. It matters to residents in our communities all over the country, whose lives are touched every day by the care and service they receive. It matters to their families and loved ones. It matters throughout their cities and towns, and as the above numbers show, it matters to our country and to society as a whole.