### A MESSAGE FROM YOUR CEO



Greetings and Happy Holidays, Team DSL! As you're reading this, you're likely surrounded by many of the usual sights, sounds and traditions of the season, things like lights, music, decorations and familiar company. Needless to say, this past year has been far from "usual," and I'd say that's all the more reason to welcome and cherish the holidays as thoroughly (and safely) as we can.

So first and foremost, whether this time of year offers a chance for relaxation and reflection, or to join together in celebration alongside families and loved ones, I hope it's everything you hoped for, and as always, I extend my most heartfelt regards and well wishes to you and yours!

Candidly, I've found myself reflecting of late about the year we've had, and the many difficult challenges we've faced, both as a Team and collective industry. And I can say that I'm supremely proud of the way that our company, you, our Team Members and senior living providers as a whole have responded in the face of unprecedented adversity.

Here at the end of 2020, we're by no means out of the woods just yet, but there are plenty of reasons for optimism, most notably the upcoming availability of the first COVID-19 vaccines, which at the time of writing appeared to be just a matter of days away. The vaccines' development has been a landmark undertaking by the scientific and medical communities. But the successful prioritization of resident seniors as part of the first US population to receive them represents a monumental advocacy win for our industry, and one that our company (I'm proud to say) was instrumental in helping make happen.

Someday, COVID-19 will be behind us, but the compassion, sacrifice, bravery and selflessness you all have shown our residents, their families and one another in this profound time of need will live on for years or an entire generation to come. That's why I'd urge you, don't be so quick to close the book on 2020 that you neglect to celebrate the remarkably positive impact you've made. And, of course, please be sure you're prepared to remain strong and steadfast in your efforts going forwards as well, because they will continue to be critically important.

This past year has done much to reshape the fabric and future of our industry. Plenty of companies have fallen on hard times. And yet Discovery Senior Living has managed to emerge stronger, no small feat when considering the events of the past 12 months or so. Indeed, in a year when multiple, other senior living providers couldn't sustain operations, we successfully re-capitalized our Aston Gardens portfolio (and in record time, I might add). We set the wheels in motion for the acquisition of a 23-community Spring Arbor portfolio. We announced the creation of our next brand, Morada Senior Living. And we are just getting started. We have big plans for 2021!

Our company has ascended further up the industry ranks, becoming one of the 15 largest senior living providers. In 2021, we stand to debut among the top 10. It all goes to illustrate the most significant lesson that I think we should take from 2020: That in business, life or any other endeavor, end outcomes are determined not by the obstacles we encounter along the way, but by how we respond to them. I couldn't begin to count the stories of service and selflessness that have originated this year from all around our organization. They are stories inspired by each of you, and told to me by company and community leaders, family members, residents and our partners. And they all go to show that COVID-19's limitations aren't what defined this year to them, but you and your kindness did.

That's powerful, and the same principle would ring true in any year, COVID-19 or not. It's a big part of why, even at the end of an especially challenging year, I'm all the more energized and invigorated by what lies ahead for our company. I believe we're pioneering some of the next, great innovations to impact our industry, and that we're well positioned for success because of all of you.

I want to close this final message of 2020 by offering my most sincere thanks for your dedication and hard work, for your remarkable character and for stopping at nothing to ensure the health and happiness of our residents and your fellow Team Members. Tough times can be illuminating, and it's my hope that the past year has proven that you're stronger and more resilient than you realized, and that each and every day, you and your efforts make a remarkable difference in the lives of so many. Once again, happy holidays and here's to a healthy and prosperous 2021!

### Welcome

Join us in welcoming our newest Team Members!

#### **DISCOVERY SENIOR LIVING**

Isabel Crudele, Contact Center Manager
Shea Krause, Regional Sales Director
Kristen Levy-Kiley, Construction Project Manager
Jordan McCullar, Graphic Designer
Laura McDaniel, Marketing Manager
Sherri-Lee Mercuri, Fixed Assets Staff Accountant
Jeffrey Ringenberger, Billing Specialist
Christine Rockhold, Marketing Manager

### **ASTON GARDENS AT PARKLAND COMMONS**

Paul Anil, Server Shamar Berry, Server Walid Dashoush, Server Elijah Neder, Server Kathleen Wilkens, Celebrations Coordinator

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

Emma Adey, Server
Thomas Bolgar, Housekeeping
Erin Dean, Server
Marie Evans, Concierge
Merari Gomez, Care Giver
Randi Gray, Culinary Service Supervisor
Donna Green Kehinde, Concierge
Jeffrey Hedvig, Facility Operations Assistant
Lorelle Luis, Server
Ryan Matipano, Driver
Jessica Santana, Server
Michael Spitale, Server
Teri Stouder, Concierge
Zekryah Strachan, Concierge
Giovanni Velez, Server

#### **BLUE RIDGE ASSISTED LIVING**

Melissa Bailey, Care Manager
Katie Bellu, Care Manager
Emily Cain, Med Tech
Jose Cardenas, Care Manager
Julie Chapman, Concierge
Debbie Chatham, Housekeeping
Haleigh Crump, Care Manager
Dylan Culp, Housekeeping
Tara Dearman, Care Manager
Brittany Gaddis, Med Tech
Kristin Gentry, Med Tech
James Gilliland, Maintenance

Mendy Greenway, Med Tech
Haleigh Honeycutt, Care Manager
Kelsey Kendall, Care Manager
Deann Ochoa, Care Manager
Cheryl Rainho, Concierge
John Sellers, Dishwasher
Katelyn Smith, Care Manager
Kaylie Taylor, Care Manager
Mathew Walden, Med Tech
Courtney Young, Med Tech

### **CONSERVATORY AT KELLER TOWN CENTER**

Jennifer Alexander. Weekend Concierae Ruben Barrera, Culinary Service Supervisor Landra Clovis. Server Kaycee Fabe, Director of Celebrations Macy Frost, Server Sarah Henderson. Server Luis Lara. Cook Eduardo Luna, Cook William Martin, Facility Maintenance Assistant Daisy Martinez. Server **Emma McKinley**, Server Paulina Loera, Server Garrett Olson, Server Jose Ortega, Cook Melva Nugent, Housekeeper Sherron Peace, Concierge Albert Smith, Director of Facility Maintenance Haley Steger, Server Benicio Swann, Server **Grant Watter.** Server

#### **CONSERVATORY AT PLANO**

Sheguila Holt, Move-in Coordinator

### **DISCOVERY COMMONS AT BRADENTON**

Cassidy Kramer, Outreach Specialist

### **DISCOVERY COMMONS AT COLLEGE PARK**

**Charlotte Center**, *Executive Director* **Danielle Moore**, *Senior Lifestyle Coordinator* 

### **DISCOVERY COMMONS AT WILDEWOOD**

Lisa Armstrong, Care Manager John Banks, Cook Michelle Bard, Activities Assistant Linda Bonds, Server
JaWava Butler, Care Manager
Mitchell Dove, Cook
Serene Herbert, Housekeeper
Marinita Holland, Care Manager
Adeline Joseph, Care Manager
Brittany Lawrence, Care Manager
Crystal Moreland, Care Manager
Ikea Tayler, Care Manager
Cassandra Wallace, Server

#### **DISCOVERY VILLAGE AT CASTLE HILLS**

Anne Hinson, Senior Lifestyle Counselor Lauren Johnston, Senior Lifestyle Counselor

#### **DISCOVERY VILLAGE AT SARASOTA BAY**

Cassidy Kramer, Outreach Specialist

#### **DISCOVERY VILLAGE AT THE FORUM**

Jasmine Brainerd, SHINE® Memory Care Director Danielle Hiscutt, Director of Celebrations Steven Warren, Director of Culinary Services

### RITTENHOUSE VILLAGE AT MICHIGAN CITY

Randi Beadles, Care Manager Travis Davis, Care Manager Joseph Johnson, Server Jasmine Ricks, Celebrations Coordinator Haley Sikora, Care Manager

### RITTENHOUSE VILLAGE AT PORTAGE

Jordan Browning, Cook
Rick Buckmaster, Culinary Director
Brianta Diming, Concierge
Thelma Harrell, Care Manager
Brittany Minard, Care Manager
Erin Posten, Care Manager

#### **SPRING MILL**

Jazlyn Bryant, Care Manager
Katie Hudick, Celebrations Coordinator
Kareem Lawrence, Housekeeping Supervisor
Angela Meidinger, Senior Lifestyle Counselor
Sianni Mood, Care Manager
Jillian Nabozny, Celebrations Director
Andrew Pergolese, Cook
Tamyra Taylor, Care Manager

Michelle Walsky, SHINE® Memory Care Director

#### THE SUMMIT

Courtney Mayer, Director of Health & Wellness

#### **VERANDA CLUB**

Cesar Arguelles, Senior Lifestyle Counselor

## Congratulations

Join us in congratulating your fellow Team Members!

#### **DISCOVERY SENIOR LIVING**

Rosa Batista, Promoted to Treasury Manager Stacia Moyer, Promoted to Senior Staff Accountant

### **ASTON GARDENS AT PELICAN POINTE**

Debra Utley-Hott, Promoted to Director of Housekeeping

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

Courtney Johnson, Promoted to Concierge Cristal Torres, Promoted to Recreations & Events Coordinator

#### **BLUE RIDGE ASSISTED LIVING**

**Troy Gross**, Promoted to SHINE® Memory Care Director **Jammie Robinson**, Promoted to SHINE® Memory Care Activities Coordinator

### **CONSERVATORY AT KELLER TOWN CENTER**

Cathy Johnson, Promoted to Housekeeping Supervisor Faith Wuestenberg, Promoted to Concierge

#### **CONSERVATORY AT PLANO**

Nicole Dodson, Promoted to Operations Specialist

### DISCOVERY COMMONS AT WILDEWOOD

**Curtis Jordan**, Promoted to Director of Facility Operations

### DISCOVERY VILLAGE AT PALM BEACH GARDENS

Lori Rosario, Promoted to Executive Director



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!

# MICHELE MARTINEZ Discovery At Home

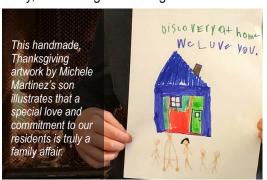
Michele Martinez, Administrator and Director of Nursing for DAH, committed one of the most selfless acts of a lifetime, leaving her own family's Thanksgiving Day celebration to serve residents and fellow Team Members in need at Caruth Haven Court.



The community was made aware on Wednesday night that due to positive COVID tests, there would be very little staff available to serve residents on Thanksgiving Day. And that's when Michele swooped in with her superhero cape on, all suited up and ready to administer medication and serve our residents out of the goodness of her own heart. She did so for approximately 16 hours that day!

Now, Michele is going to feel that this recognition is unnecessary, but we disagree! Michele, your giving spirit, team-player mentality, and strong will to do good are such an inspiration.

Thanks for being the kind of person that so many strive to be!



### KATHLEEN WILKENS Aston Gardens At Parkland Commons

Kathleen Wilkens, *Celebrations* Coordinator, was hired in February and has been an amazing asset to the *Celebrations* department. Kathleen was hired as a per diem Team Member and is now working for us four days a week. Kathleen is always going above and beyond for the residents and always willing to help in any department when needed. She is a very hard worker, kind, compassionate, patient and a pleasure to be around. We are so lucky to have her at Aston Gardens.

### **DONNA CAREY** Aston Gardens At Tampa Bay

Donna has displayed excellent leadership during the most stressful moments of 2020, and boy have there been many of those. Donna's work ethic has always spoke for itself. The support and compassion she provided for each resident and Team Member was above and beyond the call of duty for this hero behind the PPE. While many were able to work remotely during this pandemic, Donna never failed to show up to work with a friendly and upbeat attitude ready to work hard and make sure residents were able to receive the care they needed to be safe. Despite not being able to see her own family who lived out of state this entire year. Donna was the true example of a selfless, empathetic, caring nurse. Donna stepped in and took on extra responsibilities during the peak of the pandemic and became part of the mandatory COVID-19 Testing Team every two weeks. Thank you Donna for always being willing to do whatever was needed to keep our community safe.

### ALL TEAM MEMBERS

### **Discovery Village At Twin Creeks**

As a community we reached an all-time high occupancy of 93.3% in the month of October. We could not have reached this level without the teamwork, support and dedication from each of you that you bring every day! Special shout out to Marjorie "Magic" Fulmer for bringing in the new residents. Kudos to the Operations, Activities, Transportation and Housekeeping Teams for "retaining" the residents after the lease. I am proud to call every one of you a Team Member!

### **ROSE PINEDA**

### **Discovery Commons At Wildewood**

We would like to recognize Rose Pineda for going above and beyond. Maryland has been a very slow moving state in regards to COVID-19 and being without salon services has been a major downer in our community. The ladies as well as men look forward to their weekly hair appointments. Rose took it upon herself to bring in clippers and give a few of our men haircuts. Rose has been a Med Tech/Care Manager for 5 years with us. What makes Rose even more special is that she only has use of her left arm. This does not prevent her from doing anything as she has mastered passing medications and providing care as well if not better than most with two hands. Her presence in the community is always evident, as you will hear her singing to our residents, laughing with them and sitting down and participating in whatever activity may be going on. Discovery Commons At Wildewood is blessed to have such an amazing and caring person on the Team. She demonstrates all the characteristics listed that make up the pillars of success.

# WILLIAM REED Discovery Commons At College Park

William Reed has been with College Park since 1996 and is our community *Celebrations* Assistant and Driver. But he is more than what his titles are, he is an incredible worker and is always supporting us when needed. A true moment of William's dedication to hard work was by helping with services in the dining room and being able to help out with a Concierge shortage one evening.

#### DANA HOFFMAN

### Discovery Village At The West End

Shout out to Dana Hoffman on her recent promotion to Business Office Manager. Dana has worked in several departments with Discovery Village At The West End. We are thrilled to have her as our new Business Office Manager.

# MARGARET GILLETT Discovery Village At Castle Hills

We would love to give a big shoutout to Margaret Gillett our *Celebrations* Director who is not only doing an awesome job doing her job but leading our COVID-19 testing efforts in order to keep all Team Members and residents safe.

# **ALL TEAM MEMBERS**Discovery Village At Alliance Town Center

Shout out to ALL Team Members of our community – during this difficult time I want to thank the entire Team at our community for their efforts, time and continued diligence to keep our community clean & sanitized, helping our residents through this trying time, working extra hours, picking up shifts, etc. IT DOES NOT GO UNNOTICED!!! THANK YOU! Each of you! I have one of the BEST Teams I have ever worked with right here!

### KIM CHEVES Blue Ridge Assisted Living

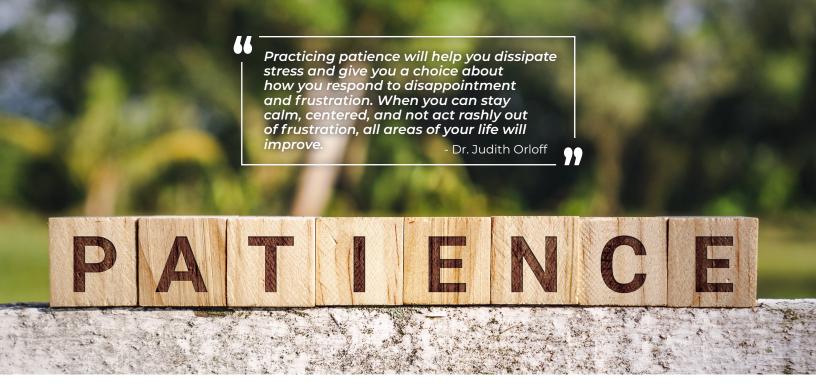
Shout out to Kim Cheves for going above and beyond expectations as Concierge by programming a visitation schedule for all residents with their family members during recent COVID-19 re-opening phase.

### TRACY BROWN Caruth Haven Court

Tracy Brown, our stellar housekeeper, is always on the move; you can tell exactly when she has cleaned an area because of how tidy everything is. During these times of hypervigilant cleaning, she and all of the Housekeeping Team at Caruth Haven Court deserve shout outs!

### **CULINARY TEAM**Discovery Village At Stuart

We would like to recognize the whole Culinary Team for their hard work and effort they give every day to our residents. From snacks to birthday cakes, community fun with food, launching our new soft serve machine, barbecue picnic at the pool, the winning cookie monster pumpkin, homemade desserts, special resident food requests, and not to forget happy hour appetizers! Our Culinary Team Members have an integral part in creating a happy atmosphere and making dining experiences memorable for our residents.



### Why Patience Is Part of the Recipe for Success

Maybe it's technology's fault, but we now live and work in a society that's gotten really used to immediate results. We communicate instantaneously via e-mail and text messaging. We get products and information in seconds (or less) online. Even speed dating was too slow for us, so we now just swipe left or right on our phones!

As a whole, our society has become impatient. And the problem with impatience is that stuff happens. Difficult people happen. 2020 happens.

To be sure, things don't always go according to plan, and the traditional definition of patience refers to our ability to cope and respond when those inevitable obstacles emerge.

That old definition, however, is changing with the times, and changing for the better. You see, patience isn't a personality trait that's somehow permanently woven into the fabric of who we are. And contrary to some lingering stigma, patience doesn't make you weak or a pushover, either. Quite the contrary, actually.

Patience, according to the newest definitions, is a behavior, a skill or conscious choice we make to assert control over our lives, and to stand pat and forego instant gratification for the greater good.

Patience is powerful. It breeds poise, clarity and creativity. It empowers closer relationships with others, aids in decision making and helps us achieve our goals. Not to mention the proven, scientific benefits, like more happiness and better overall physical and mental health.

For each of us, both in our work and personal lives, working

to become more patient can yield remarkable results. For especially when we're faced with challenges, frustration or even periodic failure, patience gives us the power to persevere.

Here are the three areas of life where patience is most critical:

- Patience with Ourselves: We tend to demand a lot from ourselves. Not that it's a bad thing, but it calls for patience with ourselves if ever an idea seemingly fails, or whenever our hard work doesn't produce immediate rewards. In this case, patience entails a choice to accept the outcome, and to remain calm and steadfast despite the disappointment.
- 2. Patience with Others: There will be times when people are short with you, or when their words or actions disappoint. But even if it's disagreeable, everyone has the freedom to express themselves. And in lieu of becoming upset or impatient, what if you approach these situations as opportunities to understand the person a little more, or to learn to meet their needs or serve them better going forward? That's what we do for a living, after all.
- 3. Patience with Life: We all want good things to materialize in our lives (and fast), and it can be frustrating when we have to wait for them. However, if 2020 can teach us anything, it's that so much of what happens in life and the world around us is beyond our control. Patience is simply our best tool for staying resilient and not wasting energy lamenting the wait.



# **DAH CORNER**

### 2020, The Year That Was

Before 2020 turned into, well, 2020, the DAH organization set out to accomplish several, key missions:

- 1. Grow our outpatient therapy clinics in Southwest Florida communities
- 2. Introduce Private Duty services in our Tampa area communities
- 3. Implement an electronic learning capability for all DAH caregivers
- 4. Choose and implement a new Private Duty agency management software system
- 5. Adapt to the new Medicare payment system and resulting cash flow changes
- 6. Repay any debts incurred during our rapid growth process in recent years
- 7. Expand Private Duty services to Discovery Village At Palm Beach Gardens
- 8. Operate at an acceptable level of profitability all year long

That is a lot to do even in a "normal" year, and naturally, it's not all we hoped to achieve. When the COVID-19 pandemic really took hold, however, it (understandably) changed everything. We were forced to pivot on some of these tasks, and to re-arrange our priorities in general.

In doing so, we relied heavily upon agency leaders including Lori Atkinson, R.N. (Bonita Springs), Nicole Seaton, R.N. (Tampa), Michele Martinez, R.N. and Rosana Rivera, our DAH Personalized Living Administrator, both in Boynton Beach. They all have amazing teams as well, and together they took outstanding initiative amidst the pandemic!

Each leader assumed responsibility for business growth and providing outstanding service. They made a point to understand the new Medicare rules, and how we must adjust to make sure we bill in a 100% compliant (and timely) manner. They also embraced our new, online learning program and shared pertinent knowledge with their teams.

As an enterprise, we were also tasked with creating roving teams to screen symptomatic and/or desiring residents as part of our COVID-19 early identification and containment protocols.

Elsewhere in Southwest Florida, Karen Wilhite, O.T.N, rejoined DAH right before the COVID-19 outbreak and has helped us immensely. She has managed to re-open our outpatient therapy rooms and has been highly successful at getting out-of-state insurance carriers to pay for the outpatient services we provide. COVID-19 locked us all down, especially me. I really could not travel to support our teams.

In Texas, COVID-19 locked us all down, especially me. I really could not travel to support our teams. Michele's goal this year was not easy—grow in a very competitive environment—and grow so that we could become consistently profitable. That is hard for a new agency, a new provider and new service for our Texas communities, and they did it all without me being able to fly in and help. She and the agency stepped up, everyone did COVID-19 screens, even our marketer, Nancy Erwin. She donned the gloves, mask and sometimes gowns, and went and screened residents. Very well done.

My point in writing this is that we cannot do anything well, especially me, without dedicated professionals that go to work each day (and many evenings) with skill, a caring attitude, and precision. We not only had a plan, but this team of professionals delivered staggering results. I am not surprised, but I am exceedingly proud of them, and all that they accomplished. I am grateful to have everyone on the DAH team.

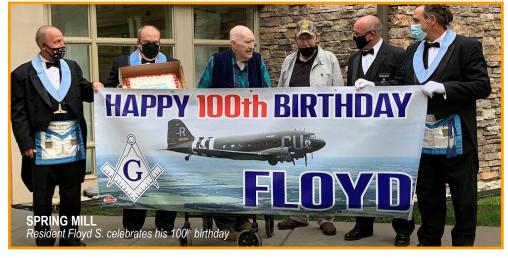
Before I close I want to recognize our lead accountant, Terri Bohrer. Terri has been absolutely vital to us this year as she has done an amazing job of bringing our monthly financials a level of accuracy that we have always wanted. She recognizes trends, she quickly picks up on potential issues before they get out of control, and the real long term benefit is that having accurate financials. It allows us to be predictive because she brings consistent results, so thank you Terri!

Dan Cundiff | President, Discovery At Home

### THE MANY FACES OF DISCOVERY SENIOR LIVING









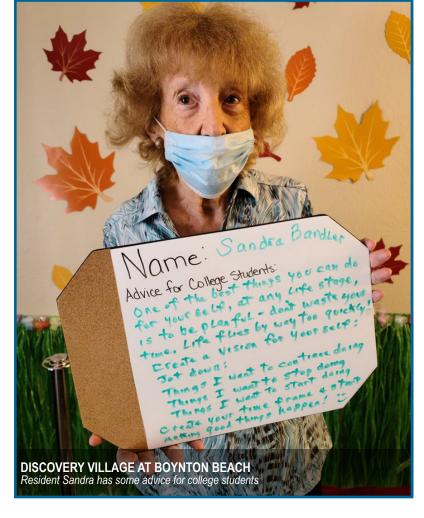
















I posed in this silly hat and glasses just as the ball dropped on the new year...the new decade! We toasted with good friends and anticipated what 2020 might bring. Personally, I planned to visit more Discovery communities for the first time and host our February awards event: The Pillars of Excellence. It was my first winter living/ working in Florida and we realigned regions and hired new operations leaders to keep DSL surging forward. And then...

March brought that *fly hitting the windshield* moment and everything changed. Oh, Discovery continued to outpace its competition even in terrible times...good people always excel. But NONE of us will shed a tear saying goodbye to 2020!

What about your year: challenges you never thought possible, Teammates who contracted (or contacted) the virus, residents who needed us more than ever? Did you homeschool children or care for a loved one; did you work extra shifts because we needed you to do so? Did you assure the families that it was important to follow our rules even as you were second guessed? Did you count PPE and deliver food even though that was not really your job?

If you're still standing, look around and applaud yourselves...maybe move your arms like you're giving a hug (even though you can't). I appreciate your sacrifices for our organization – and each other – and wish you peace and happiness this holiday season. Next, we will take a deep breath, put our masks back on, and plunge into 2021 because great teams don't slow down, and frankly, it's not time to rest. Happy New Year – I'm proud to be working with you!

# Welcome To Our New Corporate Office RIBBON CUTTING CEREMONY



The Discovery Senior Living corporate office gathered on October 15<sup>th</sup> for the official Ribbon Cutting ceremony, lead by Richard Hutchison, CEO. (Also pictured: Donna Boniello, Diana Ferrante Thies, Bill Sciortino, & Lisa Lacy)



### The Summit's Charles Hearn

Chef Charlie is serving up diverse and fabulous flavors at The Summit in Hockessin, Delaware. We caught up with him recently to talk about his culinary influences, gearing up for the holidays and more.

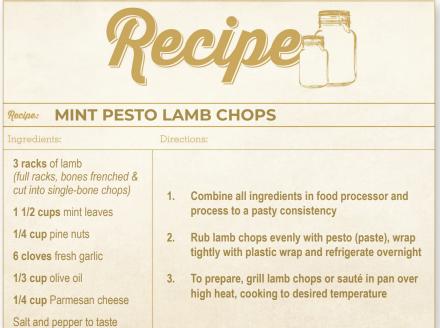
Some people find their passions later in life; Chef Charles Hearn just isn't one of those people.

Hailing from South Jersey, his father worked as a pastry chef, and young Charlie, barely a teenager back then, would stand beside him on milk crates, observing techniques and helping out where he could. You could say a love for culinary artistry has been "baked in" ever since (but let's not).

Following his passions, Charlie graduated with
Silver Medal Honors from the Academy of Culinary
Arts in Mays Landing, New Jersey. He served as
a cake decorator and pastry chef at Philadelphia's
historic Termini Brothers Bakery. He's cooked on
behalf of Atlantic City's iconic casinos, as well as
honed his talents at South Jersey's prestigious country clubs,
including Scotland Run and Woodcrest, where he worked
under renowned chef Tony Clark.

Now, for the last 12 years, Chef Charlie has delighted residents of some of the Northeast's biggest and best upscale senior living communities. During this time, he earned champion honors in the Delaware Chef Challenge and Barbeque Cook-off, and to The Summit, he brings a modern and innovative cooking style, plus a commitment to using fresh, local ingredients.

"I love the freedom I have to make menus and be creative," he said, referencing recent Asian, German and Brazilian



theme nights, all of which were big hits among The Summit's residents and Team Members alike. Last year, The Summit presented a vintage-themed Christmas, complete with classic decor and delicious fare from Chef's kitchen. This year promises more surprises, which we won't spoil here!

The Summit's sheer size and multiple dining rooms could present challenges for some, but it's a dynamic that Chef Charlie welcomes. He and his team proudly serve upwards of 400 (or more) meals every day. Still, you can often find him greeting residents and taking ideas and special requests.

"Our residents are pretty adventurous," he said. "They're always up for something new, and that's fun for me because I get to keep things fresh and interesting."

### Things to Remember from a Year to Forget

To be sure, 2020 wasn't the year any of us really wanted or expected. In fact, at this point, most of us will just be glad to turn the page and welcome a new year with renewed hope and anticipation.

Although, as much as we might want to forget about 2020 and all we've been through (both together and separately), there are a number of important lessons and takeaways...besides stocking up on toilet paper and never sneezing with your mask on!

This holiday season, as you spend a little time taking stock of the year that was, and thinking about all that (hopefully) lies ahead, be sure to acknowledge and celebrate what you've meant to others this year, and recount the joy you've gotten from "little things" you may have taken for granted before.

Here are a few truths to remember despite 2020 being a year we might like to forget:

# You've Protected and Uplifted the Lives of So Many in a Time of Need

As much as 2020 has impacted all of our lives, the effects have probably been even more significant for seniors. From the threat of an unknown and potentially deadly virus, to the need to quarantine and stay isolated from their families, our residents have faced a tough year. Throughout this time, you've ensured their safety and personal care, provided continuing warmth and encouragement, and acted as their family right when they needed

It's hard to see smiles through these masks we've all been wearing, but know that you've inspired a lot of them. For our residents, many

it most.

of the bright spots from the past year were made by you, and that's an achievement far too important to go unrecognized!

# Our Company and Collective Work Is All the More Important Now

It certainly was no secret before, but the events of 2020 have further emphasized the importance of our company and the work we do each and every day to keep residents happy and safe.

In cities and towns nationwide, seniors and families have been reaching important realizations. They want the safety and satisfaction of the service-enriched lifestyle, the one that we deliver best. And that lifestyle is made possible by you and your continuing efforts, both of which have never been more important than they are today and going forward.

# We Need to Cherish All That We Do Have

In a year filled with canceled vacations and social events, it's easy to lament the trips we couldn't take and all the activities and events we missed out on. But what 2020 lacked in excitement, it likely made up for in perspective. This year has reminded us it's not the things in life that matter most. It's experiences, and especially the people we get to enjoy them with, that create joy and happiness in our lives.

Even after a tough year, this holiday season, there's still much to celebrate. So let's take every opportunity to give thanks to those who have touched our lives, and celebrate the many ways we've enhanced the lives of others.

Here's to health, happiness and success in 2021 and beyond!