March 30, 2020

Dear Ascension Living Residents and Family Members,

The health and safety of our community — our family — has and will continue to be our first priority.

You are part of our family, which is why we are reaching out to you today. First and foremost, our sincere hope is that you and your loved ones are safe and healthy.

We are doing all we can to keep our residents safe, healthy and engaged during these unrivaled times. From doorway bingo, to hallway dances by our staff, to providing religious services over closed caption TV to address their spiritual needs, and so much more - our team is dedicated to providing all of our residents the care and service they deserve. Additionally, we are also striving to hire dedicated hospitality associates at each Ascension Living community with a primary focus on keeping our residents connected to each of you with more frequent virtual visits and more activities.

We encourage communication through the use of personal devices and the many free services available to do so. Residents with mobile devices can connect to our AH Guest network in order to connect with loved ones easily. In addition, we now have laptops and other devices in all of our communities to help connect you virtually. If you would like to schedule a virtual connection, please do not hesitate to call the community directly.

We are, of course, also happy to connect our residents and loved ones through closed window visits. Because COVID-19 is a respiratory virus, we ask that the windows remain closed to reduce possible exposure. Our team is happy to connect you via phone while you visit through the window.

If you would like to send a letter, you can do so easily by going online to www.Ascensionliving.org/connect, to send a note to a resident in any of our communities through the Contact Us form. Please indicate who should receive the letter and the name of the community.
From firsthand experience, I know that there is nothing as meaningful as personal words of gratitude. To support our team members working day and night on the frontlines, will you join me in thanking them? Please consider sending a thank you note through the same form at www.Ascensionliving.org/connect. We will distribute to our associates who are caring for our residents during this critical time.

Caring for our residents starts with caring for our own people. We’ve gone to extraordinary measures to protect staff and residents, such as significantly limiting our visitor policy and suspending tours and external events. We did this early because our primary concern is to keep our residents and associates safe and we knew the primary way to do that was through social distancing.

We will continue to adjust quickly to the spread of COVID-19 and continually update our protocols and processes to align with the new guidance as and when issued by the Centers for Disease Control and Prevention (CDC) and Centers for Medicare and Medicaid Services (CMS). As we consider how best to respond to the COVID-19 outbreak, we are listening to medical guidance and the CDC that our senior population is most at risk to have a negative outcome if they contract COVID-19. As a result, we continue to focus on prevention.

We appreciate your understanding and support during this time of uncertainty. Today and always - we are ready to help and serve! Our teams are busy planning ways to keep our residents feeling connected, happy and well. Thank you, and may God continue to bless you, your families and our Ascension Living family.

Regards,

Danny Stricker
President
Ascension Living