



KEEPING YOU INFORMED

COVID-19 COMMUNICATION METHODS

In addition to our commitment to providing residents and patients with a safe, healthy and engaged living environment, we are equally committed to keeping those we serve informed with up-to-date and timely communications.

Now, more than ever, our ability to communicate with our residents, patients and families quickly and effectively remains a high priority. To ensure we can communicate COVID-related community and center updates in a timely manner, we are sending regular location-specific emails to residents, patients and their designated contacts as our primary form of communication.

The frequency of our communications depends on whether COVID-19 has been confirmed in each community and center:

- ▶ Locations with no confirmed positive COVID-19 cases:
 - Updates emailed to contacts every 14 days.

- ▶ Locations with confirmed positive COVID-19 cases among residents, patients or staff:
 - Updates emailed to contacts weekly or when a new positive case has occurred.
 - When a new positive case is confirmed, it is our goal to email contacts for that community or center as soon as possible. Per the Centers for Disease Control and Prevention's (CDC) guidelines, we aim to communicate all updates by 5 p.m. the following calendar day.
 - We also remain in frequent, direct contact over the phone, or other preferred method, with family members and loved ones of any patient or resident diagnosed with COVID-19.

It is our mission to provide contacts with the most relevant information, which is why we are sending updates specific to each community or center – as such, you will only receive updates for the community or center where you or your loved resides.

If you or a loved one is a Prestige patient or resident, and you have not received emails from Prestige regarding COVID-19 and would like to receive future updates, please send your email address along with the name of the community or center you would like updates for to info@prestigecare.com.

Thank you for your continued trust in our care and we thank you all for your support and understanding during this time.