

Our Steps To Help Maintain Senior Wellness





OUR ONLY PASSING GRADES FOR COVID-19 PROTOCOLS ARE THE BEST SENIOR WELLNESS AND HIGHEST QUALITY OF LIFE.

When the first news of what was yet to be pronounced a pandemic was released, we began an immediate company-wide assessment of our procedures, personnel and physical plant management. Nothing comes before the welfare of the residents who live at the 40+ Legend Senior Living communities and their families. It should go without saying that quality of life depends on life itself, but it's important to us that you know what that means at Legend Senior Living.

LESS THAN
1%
TESTED
POSITIVE*

60,000 N95 face masks and **250,000** disposable surgical masks have been provided to residents and staff.

**Assisted Living / Personal Care and Memory Care residents as of 6/24/2020.*



WE WERE DESIGNED FOR THIS

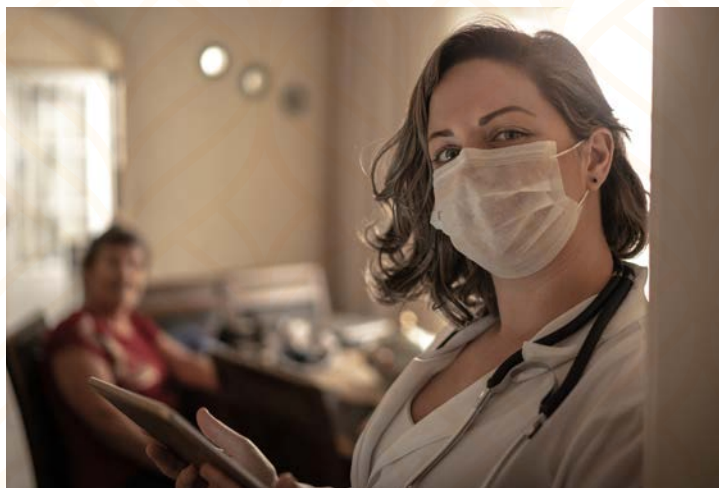
Our communities were well-positioned to shift into a stay-home mode, because the routine protocols and the structural concepts of the buildings were already focused on senior wellness as the priority. All residences were already staffed 24/7 with clinical assistance. The same building security that was in place for the daily peace-of-mind for residents and family was easily geared to monitor entry of essential personnel and to restrict visitation. Because personal privacy and independence is part of the purposeful design of Legend architecture, the apartments allowed seniors to continue life as usual within their own homes.

OUR MISSION DEMANDS MORE

Along with maintaining of the infection-control integrity of communities, we devised the uninterrupted delivery of chef-prepared meals and proper nutrition that are the hallmarks of senior health and lifestyle at every Legend community. Providing purposeful Life Enrichment activities was also paramount as we foresaw the possibility of a long duration. In service to the physical, mental and spiritual health of all seniors – the core of our mission – our Life Enrichment teams created innovative 1-on-1 activities that maintained precautions while keeping minds and bodies active and socialized.

THE ONLY ACCEPTABLE OUTCOME

The result has been less than 1% of positive virus tests among all assisted living / personal care and memory care residents, with no loss of life due to COVID-19 (*as of 6/24/20*). This, among other positive outcomes, confirms that our proactive rather than reactive response and stringent protocols have been encouraging. This is also thanks to the patience and cooperation of the residents and their families. We're also committed to nothing less than this outcome, as reopening proceeds in varying degrees in the states and cities in which we operate.



WHY HIGHER THAN STATE STANDARDS?

The health departments of the six states home to Legend and Windsor communities are front-line professionals and the indispensable protectors of our public health. They are rigid in their inspection of senior living communities and in reporting the results. Legend communities have consistently passed these surveys of personnel, procedures, sanitation and resident well-being with zero-deficiency reports in infection control. Even at that, we consider state regulations to be minimum standards. By setting much higher standards for our communities, we ensure residents and families that the wellness of seniors is a priority every minute.

THE MISSION IS ALWAYS SERVED, NEVER FINISHED

It's one thing to hang a mission statement on a wall, quite another to live a mission in every decision. Nothing has been more difficult in our three decades since pioneering the Assisted Living concept to provide for seniors seeking independent lifestyles than asking residents and family to refrain from face-to-face visits. But they've done it—with good humor, in good faith and in the spirit of community that makes Legend a great place to live.



195,210 total temperature checks for associates and **250,000** total resident temperature checks and screenings have been taken.



While businesses and individuals strain under the weight of the pandemic and are eager to return to normal, we all feel the pull of personal freedom. **Our commitment to our mission, the priority of senior health, remains uncompromising and uncompromised.** Otherwise, we are not what we have promised we are to the residents and their families. Trust our three decades of experience.

WHAT NOW? NOT MORE RESTRICTIVE, JUST MORE ADHERENT

The Resident

You'll find Legend strategies for our first phase of reopening cautious, reassuring and often more in line with federal guidelines than those of other communities. For all new residents, we are requiring two negative tests prior to move in rather than just one test often required by others. This ensures that false negatives, which are frequent and inherent to all testing, are verified by redundant testing. Once a new resident tests negative, they are invited to have a 14-Day Room Holiday.

WHY 14 DAYS?

Medical realities aside, just saying "It's medically necessary" doesn't make foregoing the usual socialization with residents and visits from family and friends a preferred experience. We have learned signs and symptoms may appear any time from 2 to 14 days after exposure to the virus. We will always err on the side of extra caution when it comes to the most vulnerable of the population.

However, it is truly a holiday for the resident! Special meals, activities and gifts make this time extra special for them. As we have described, our Life Enrichment Team has been in high gear since the very beginning of the pandemic and so the word "isolation" will never describe daily life at Legend. But there's another important thing to consider that requires the insight that comes with experience. The solution for any feeling of isolation during the 14-Day Room Holiday is communication. We include frequent daily contact and face-to-face communication with the residents, always maintaining proper distancing, to complement activities – another benefit of screening every Associate in the building as they enter.



Visitors

When visitors are allowed, we will screen them at the lobby and limit the number of in-room visitors to two, for the time being, with no more than ten visitors in the building at any given time. The enthusiastic among us leap to the idea of a celebration. (Who isn't ready for a party or barbecue?) But don't underestimate the joy in reuniting with your loved ones in person, quietly, and giving our community of Assisted Living and especially Memory Care residents, the time to ease back into socialization without a crowd.

In addition, All Visitors Must:

- Self-attest to the entry screening questions truthfully.
- Meet and agree to all of the existing Protocols for Entry at front desk.
- Proceed directly to resident's room without stopping using the most direct hall path.
- Not have a pending COVID-19 test awaiting results.
- Not bring in animals of any kind.
- Be immediate family members or grandchildren over age of 16.
- Be limited to two guests per apartment at a time.
- Supply and wear approved mask while in building.
- Comply with any verbal instruction provided by staff and management.
- Not use public restrooms. Only use restroom in apartment being visited.
- Not pass through, enter, or sit in any common areas and do not sit in hallway.
- Not engage with other residents in buildings except to acknowledge from afar if they are in halls.
- Avoid being within 8ft of and yield the traffic to any other resident or staff if they are in your path.
- Maintain social distancing at all times.
- Not challenge staff in their duties or directions at any point.
- Enter and exit through front door except in case of emergency.
- Not provide entry to the building by any other persons for any reasons.
- Sign in and out on the sign in/out log.
- Adhere to the posted visitation timeframe.

75,000 hours of Skype, Facebook, video chats and window visits with family and over **4,175** company Facebook posts have kept families engaged.

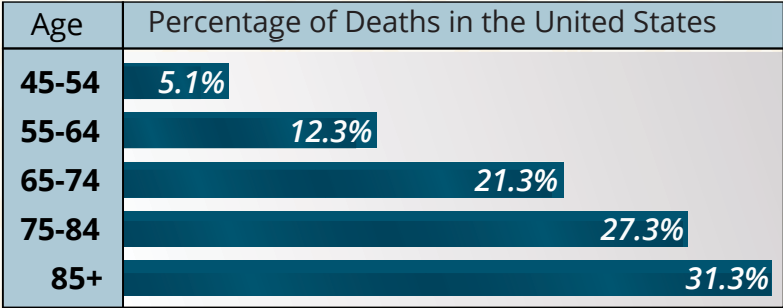
WHAT CLINICAL REALITIES DICTATE

How vulnerable is the individual?

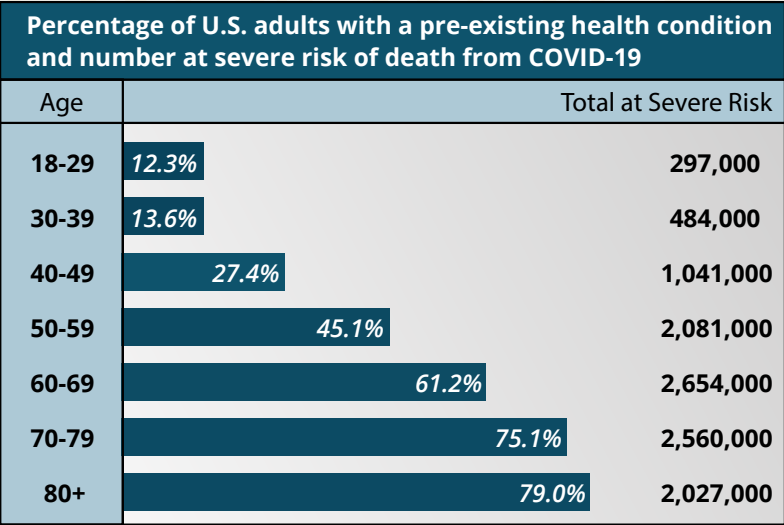
Be aware that while the largest population of infected persons is the 75+ group, just being older does not make you more vulnerable. It's that the older you are, the more likely you have underlying conditions such as cardiovascular disease, diabetes, respiratory illness or an otherwise compromised immune system, so that you're predisposed to be affected by the virus. in other words, the virus has "more ways in," a path of less resistance than the average person under 75. When you consider that **seniors over 75 account for nearly 60% of the deaths related to Covid-19 (CDC) and 17% of those over 80 are at severe risk (Gallup)**, we will unapologetically take extra steps to mitigate the spread within our communities.

Wearing a face covering. For some reason, wearing a face covering has become controversial, but that is largely an argument about the perceived restriction of personal liberty. We're not about to get into the controversy. The reason we insist on face covering at Legend communities is that studies so far suggest that transmission is dramatically reduced by the wearer. It's that simple: If a method or protocol has shown to reduce transmission, we will use everything within our means to reduce transmission.

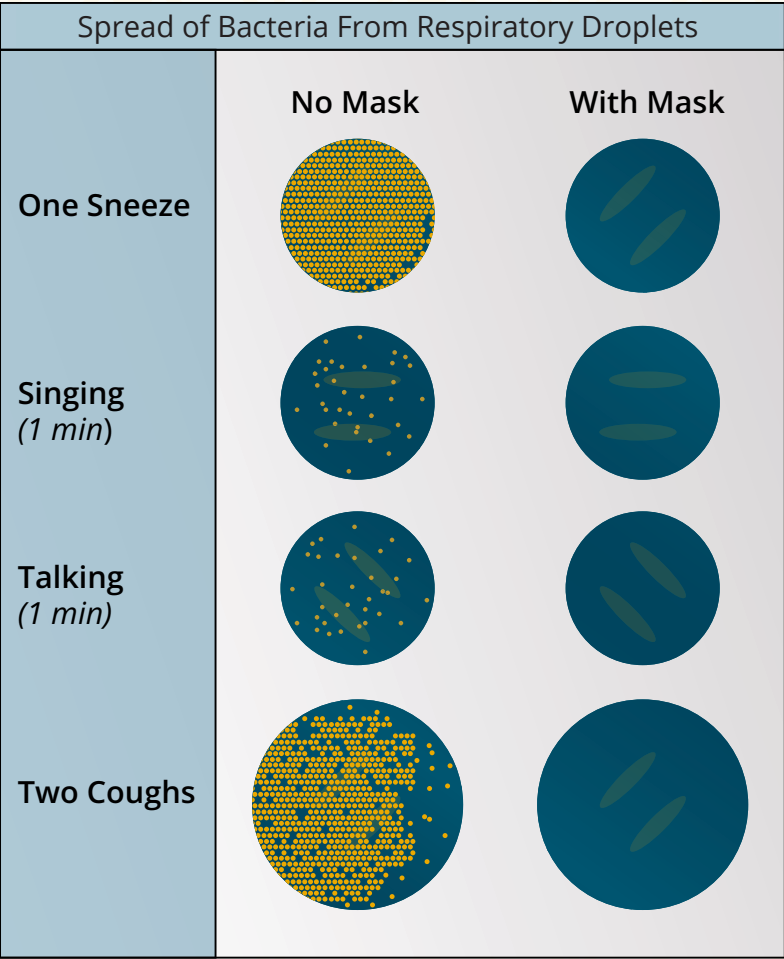
"We will unapologetically take extra steps to mitigate the spread within our communities."



(Source: CDC)



(Source: Gallup)



(Source: Providence Sacred Medical Center)

USE THIS CHECKLIST WHEN CONSIDERING A SENIOR LIVING COMMUNITY

There's never a time when a senior living community should be given less than absolute scrutiny. The comparison of protocols and capabilities should be at least as important as comparing features and amenities, particularly under pandemic conditions.

1. What is the experience and expertise of the community?

Our staff has logged over 50,000 hours of COVID-19 training (infection control, hygiene, PPE).

2. How do they mitigate reduced exposure risk?

Responsible senior living communities are restricting visitors to decrease exposure to residents. Under relaxed protocols, Legend still restricts the number and day of in-the-room visitors.

3. Can they refuse anyone coming in if necessary to keep your loved one from being exposed?

At Legend communities, if there is even a remote chance that an associate or family member could introduce residents to an illness, they are not allowed to work or visit. A community must be properly staffed and managed to be capable of screening everyone.

4. Can they produce necessary provisions, such as PPE and sanitizer?

Because of our buying power and influence in the supply chain, Legend communities have never experienced a shortage of the necessary supplies.

5. Can they restrict physical contact and still provide life-enriching activity to your loved one?

Our communities can modify small group activities and restrict common areas to reduce risk of exposure and give staff time to thoroughly decontaminate the areas. We also have a big enough team to offer 1-on-1 in-room activities as needed.

6. Do they sanitize every surface in the building on at least a daily basis?

Proper senior living residences are clean, sanitary, and regularly inspected. Cleaning procedures have intensified to daily decontamination of the entire building with hospital-grade disinfectants. Legend communities routinely pass state health department spot infection control surveys with zero deficiencies.

7. Do they regularly screen and test your loved one, take the temperature of everyone who comes to the building and associates twice a day?

Legend Senior Living communities regularly screen residents for virus symptoms. Daily screening can catch cases early and prevent community spread. No one is allowed in the building without a screening, including associates and vendors.

8. Can they accommodate the special coronavirus precautionary needs of residents with dementia?

According to the CDC, at least half of the older adults living in long-term care have Alzheimer's disease or other forms of dementia. Memory-related disease complicates containing COVID-19 infection. People who may be dealing with cognitive impairment have particular trouble understanding the dangers of infection, especially because coronavirus will not have been part of their lived experience. The need to take precaution is, as we know, continuous: handwashing, face covering and distancing must be observed relentlessly and not forgotten. Our Legend Experts in Memory Care™ are ever-present and specially trained for the enhanced need in pandemic conditions.

9. Are they prepared to move your loved one in during the pandemic?

Be extremely careful about claims that the provider can ensure a secure move-in while the general public is under pandemic restrictions.

It's important that you ask these questions both of an extended care or assisted living community as well as framing them for seniors living in their single-family homes. Caring for your loved one trying to live independently at home is demanding in the best of times. The added risks and necessary procedures can make it prohibitive.

I just wanted to express how impressive it is that you were so proactive from the beginning with the Coronavirus threat! You were faster, safer, more thorough and stricter than any facility I've heard of.

- Lucy G.
Rock Ridge, TX

The overwhelming majority of the citizens understand and approve of the measures being taken. Please don't give in to pressure to relax the protocols you have established. You're doing a great job!

- Gary H.
Grapevine, TX

We trust you to look toward science and research and do what is best. We support your approach to the implementation of safety guidelines. Thank you so much for making our matter your priority.

- Leslie B.
Norman, OK

We appreciate all of the protections you and your staff have put in place as well as the reassuring contact with extended family. Sincere compliments and gratitude for your corporate leadership to keep all residents healthy and safe.

- Deb F.
Venice, FL



HOW YOU CAN MOVE TO LEGEND RIGHT NOW WITH CONFIDENCE

We are welcoming new residents and have a range of apartments to fit any lifestyle, ready for move-in. The move-in will be followed by a 14-day room holiday, during which the new resident will be waited on and – we're not shy to say – pampered with meal delivery, entertainment, laundry and personal services, assistance with furniture moving, and any other practical needs immediately attended to by Legend associates.

Some consider our policies overcautious. We don't. We consider it a small sacrifice to have them join the larger community fully confident. After all, it's only two weeks out of a much longer, happier rewarding life of independence, dignity and purpose.

The Legend model for professional behavior and service to residents is our own mission and the proven practices of medicine and the science of aging, rather than putting expediency first. We could do as others do and loosen our policies. But we won't. As corporate citizens, people with our own senior loved ones, and caring professionals, we owe residents and their families nothing less.



Company COVID-19 numbers provided are all communities combined, are for informational purposes only and are accurate through June 24, 2020.