

June 5th, 2020

RE: Community Announcements

Dear Cardinal Residents and Family Members,

Today, North Carolina reported another single day record high of new COVID-19 cases. The new record announced for the past 24 hours is 1,289. In a press conference held yesterday, Governor Cooper discussed a bill regarding the reopening of gyms and bars across the state earlier than the end of the month. While there is a possibility for a phase 2.5 that would allow for these types of businesses to reopen, Governor Cooper stated that he is going to let the data drive the final decision. COVID-19 is still prevalent in our state and local community and it is crucial that we do not overwhelm our hospital systems by moving too quickly with phase 2.5. We will not be making any changes to our current protocol at The Cardinal at this time. We know many of you have inquired as to when the fitness center will reopen and more than anything, we want you all to be able to utilize and enjoy this space. We will consider reopening the fitness center once the Governor lifts that restriction and proper sanitizing protocols can be implemented. We are considering scheduling small group programs outdoors or in the fitness studio where we can ensure proper social distancing between participants in the near future.

A protective barrier similar to the ones located at the front desk was delivered to Rejuvenate Salon today and set up for the manicurist. Beginning next Wednesday, the salon will be staffing one manicurist who will be able to give manicures in a safe and secure manner. Residents will be able to slide their hands under the protective barrier to receive services. To schedule a manicure, please call Rejuvenate Salon directly at 984-204-8460.

We hope everyone enjoyed tie-dying an article of clothing today and we cannot wait to see your creations! John Franklin gave a wonderful afternoon concert for us and we have already heard rave reviews about his performance. We will definitely be scheduling him to come back soon to entertain our residents. Next Friday, we are thrilled to bring members of the North Carolina Symphony to The Cardinal for a special afternoon concert in the main courtyard at 4:00pm. Prior to the beginning of the event, Cardinal team members will be delivering a special treat to enjoy as you watch the performance. The Wellness Team is excited to introduce a new virtual reality travel program to The Cardinal in July through the use of an Oculus Go Headset that will literally take "the traveler" to a destination using 360 video content. This type of video content immerses the traveler/participant in the tour and gives a 360-degree view of the country or location of interest. The program content for each travel destination is supported by National Geographic and Sygic. During each experience, a tour guide will narrate as the traveler/participant is taken on a safari through Botswana, rides in a gondola through the canals of Venice, or visits The Holy Land. Stay tuned for more information on this new program.

The past week has been a sad, difficult, and challenging time in our nation and the events that are occurring have impacted us all. We, at The Cardinal, are committed to keeping our associates safe just as we do our residents. Over the course of the past week, we have been working closely with Kane Security and the Raleigh Police Department to increase security around the campus. We have increased our communication efforts to all of our associates through the use of technology and in person meetings to update them on safety measures being implemented and to keep them informed. One of the benefits Kisco provides to all associates is an Employee Assistance Program, Life Works, that provides many types of resources and services for those going through traumatic life events. Our directors and managers have been checking in with our associates frequently and time off will be given to those who need it. In

listening to our associates this week, one thing they wanted most was a chance to come together as one team and spend quality time together. Next Thursday at lunchtime, we will honor this request and bring all of our associates together (outdoors to socially distance) so they can have this time to connect with one another, reflect, share poems and other spiritual readings, and enjoy a meal together. The Cardinal Team stands together.

Finally, I would like to share a letter from Andy Kohlberg that was shared on Kisco's Website and our community Facebook page earlier this week.

Once again, we find our lives disrupted – not by a pandemic, but by heartbreaking events that have stirred deep emotions in all of us. George Floyd's death has again shed a bright light on the shameful history of discrimination, hatred, and racism in this country. Sadly, events like these are not isolated, nor are they new. The senseless killings of Breonna Taylor, Ahmaud Arbery and now George Floyd, have deeply saddened me personally and everyone across the Kisco family. From all accounts, Mr. Floyd was a peaceful man, and these violent protests – some of which have taken place in close proximity to Kisco communities – do not honor him. While we understand the anger and frustration of protesters, we also condemn the destruction of public and private property, looting and physical assault on peaceful protesters and law enforcement.

My family and I have, and will continue to support the Equal Justice Initiative, led by Bryan Stevenson, an amazing author and advocate for civil rights who has said "we don't change the world with the ideas in our mind, but with conviction in our heart." We recognize that while progress has been made, there is still a long journey ahead to combat racism and injustice in our country. We will engage in candid conversations and unbiased listening so we can impact meaningful changes for the future while recognizing that we all have a responsibility to create justice. At Kisco, we embrace diversity and celebrate our unique backgrounds, cultures and traditions. Taking care of our residents and associates is a badge of honor that we proudly wear every day. We strive to live our Principles, Values and Beliefs daily – treating everyone with integrity, dignity and compassion while making the health and well-being of residents and associates our top priority. At Kisco Senior Living, we are Making a Difference Every Day®.

Andy Kohlberg
President & CEO

We appreciate your continued support of The Cardinal and our associates. We are very proud of our associates and the care they provide to our residents every day! Mary Casey, Assistant Executive Director, is Manager on Duty this weekend. Please reach out to her over the weekend and next week while I am out of the office with any questions or comments.

Sincerely,

Tom Ford, Executive Director

