



March 20, 2020

A letter from Marbridge' Senior Management Team,

*Though the world wishes there were a crystal ball to determine the end of this pandemic, I don't think anybody wants it more than our residents. Our new normal looks just slightly different than before a week ago, but there isn't a doubt that we're thriving in ways we never dreamed a campus could during not just a national, but international crisis. If you have a loved one on our campus, you may get updates from your director, but our senior leadership will plan to send out an update every Friday unless our situation changes.*

*First, our senior leadership staff couldn't be in the position we are to lead without the amazing staff all through campus. You will hear me sing their praises through each and every update. Marbridge hasn't stopped feeling like home. Every care community on campus embraced the protocols set forth and tailored what needed to be done for their individuals. This week I also need to brag on Jana Kay Green and our Training & Education department. They seemed to never missed a beat despite the massive curve ball they were thrown! Each trainer is engaging residents in new ways and holding each individual accountable to their personal goals. This is helping to alleviate some of the anxiety that comes with the unknown.*

*We've also been saddened to hear about similar facilities to Marbridge around the nation having to cut back services and the steps they are having to take during this time. Each of our Marbridge care communities are responsible for training their staff, including medical staff, and making sure that residents understand what happens during an emergency. We have built great resources and employed them early during this COVID-19 outbreak. Other facilities may not be equipped with the same resources and are having to suspend or cut back many services as they don't feel like their campus is the safest place for their individuals to thrive during this time. Marbridge is watching closely how this is effecting the nation and adults with varying needs.*

*We're ensuring the safety, health, well-being, and happiness of every resident and ensuring we're following all CDC, Austin Public Health, THHS, CMS, the State of Texas, along with federal guidelines to the best of our abilities. We're also analyzing all spending to ensure that we're wading through this crisis wisely and will be able to continue our 67-year legacy and thrive while doing it. We're happy for your support.*

*We hope you are staying as healthy as possible! Read more below about how we're keeping everyone updated, how you and your family can stay engaged while keeping your social distance, and we encourage you to follow our social media for "smiles of the day" featuring our creative residents and staff.*

Stay well,

Marbridge Senior Leadership