

Media Statement

Quail Ridge Assisted Living & Memory Care

For more than 20 years, Sunshine Retirement Living, the family-owned senior housing company that operates Quail Ridge Assisted Living & Memory Care, has always made the health and safety of our residents and employees our highest priority. And that has never been more evident than with the onset of the COVID-19 pandemic.

Even before the federal and local health authorities mandated various protocol in response to the growing threat of the virus, we proactively implemented strict infection prevention measures on March 3, beyond what was recommended by the CDC and other local health agencies. Those heightened safety measures included:

- Requiring that any resident who begins to exhibit any COVID-19 related symptoms to remain separated from other residents and our community's health management team is alerted immediately, who would then follow all mandated protocols to prevent the illness from spreading. All residents who test positive are required to stay within their apartments or in an isolated area until they recover and are symptom-free.
- Requiring that any employee who feels ill or might be exhibiting symptoms to stay home and not return until they are recovered according to the CDC guidelines.
- Purchasing and administering FDA-approved tests for COVID-19 and 40 other respiratory diseases for residents and employees, who exhibit any symptoms.
- Ongoing disinfecting cleaning procedures. Special attention being paid to "high touch" areas and apartments of residents who tested positive.
- Restricting outside visitors to only medically necessary visits by appointment only.
- Providing abundant Personal Protective Equipment (PPE) to all employees, including N95 masks, face shields, gowns, gloves and shoe covers.
- Screening and temperature taking of all residents, employees or essential medical providers for symptoms before entering our community.

In our commitment to being as transparent as privacy laws permit, we would like to share the following information about our community to underscore our unrelenting commitment to our residents and employees:

- On July 19, we were notified of one resident who tested positive at a local hospital while receiving treatment for an unrelated medical issue.
- On July 20, we immediately notified the Tennessee Department of Health, provided written notification to all Community employees, and started individually calling each resident's family members to make them aware of the situation and our procedures.
- On July 20-23, we proactively tested all 44 residents with Respira-ID™ nasal swab test through our partnership with Vikor Scientific, a high complexity CLIA certified and CAP-accredited molecular diagnostic laboratory based in Charleston, South Carolina.
- On July 21, we sent a formal letter to each resident's family.
- On July 23, we began receiving test results and 11 residents showed positive results for COVID. Results for 33 of our residents were still pending. We immediately began heightening our internal protocol to address the increasing positive cases, which included separating the

negative and positive residents into different wings of the building and assigning dedicated staff for positive residents.

- On July 24, we received additional test results. 13 COVID-positive residents with symptoms were admitted to the hospital and three asymptomatic positive residents remained at the community. Results for 28 of our residents were still pending.
- On July 27, we received additional test results. At this point, 16 COVID-positive residents with symptoms were in the hospital and 17 asymptomatic positive residents remained at the community. Results for four residents were still pending. We provided another written detailed update to all residents' families.
- On July 28, we received additional test results. At this point, 22 COVID-positive residents with symptoms were in the hospital for observation and 11 asymptomatic positive residents were at the community.
- On July 29, 20 COVID-positive residents with symptoms were in the hospital and 13 asymptomatic positive residents were at the community. The results for one resident were still pending. The Tennessee Department of Health performed an unscheduled thorough inspection of our Community with no citations issued, and no issues noted.
- We are deeply saddened that 12 residents passed away in the hospital from COVID-19 between the dates of July 23 and August 10, as confirmed by the Shelby County Health Department.
- Our entire team worked tirelessly to support the affected family members, as well as provide emotional support to our residents during this challenging time.
- We have continued to uphold our strict infection prevention measures and on September 10, the Shelby County Health Department confirmed Quail Ridge was no longer considered a COVID-19 cluster. We have had no further positive cases of COVID-19 at this time.

These are extraordinarily challenging times for everyone, and even more so for the senior living sector. We are humbled by the dedication of our hero employees, who are committed to our residents each and every day. As we have from day one, all of us continue to vigorously follow these strict measures to help protect our valued residents, who we believe are an extension of our own families.

We also continue to proactively communicate with our residents, their families and our employees to ensure complete transparency and to promote continued adherence to all safety protocol inside and outside of our community.

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