



Dear Valued Team Member,

First, I want to sincerely thank you for all of your hard work and dedication. We could not be here today without you especially during these difficult times.

As you know, Regency Integrated Health Services enacted an Emergency Response Committee which is largely made up of the senior leadership team, our medical directors and other trusted advisors. The Committee meets regularly, often conversing hourly, to implement strategic plans to combat the ever changing COVID-19 emergency. Together we have weathered both figurative and literal storms, and as with Hurricane Harvey, we will rise to the challenge and emerge stronger.

Regency remains committed to the safety and wellbeing of our patients and staff and as such, we are proactively evolving our policies and procedures accordingly. Additionally, below are some of the ways we continue to come together as a team to care for our patients and each other.

- Extensive ongoing training and monitoring of handwashing and infection control procedures
- Adherence to social distancing guidelines and other CDC recommendations
- Vigilant screening of everyone who enters our facilities and continued symptom surveillance
- Open communication with patients, family members and staff
- Virtual visitations, FaceTime calls and other creative activities for resident and staff engagement
- Creation of regional supply hubs with an internal ordering system and inventory controls to effectively allocate PPE as needed
- Establishing PTO donation pool for employees directly affected by COVID-19 (more info to come)
- Childcare and transportation support and assistance
- Daily staff meals provided at each facility
- Team member recognition programs and events
- Creation of Regency Covid-19 resource website

I encourage you to visit the Regency COVID-19 website for more information, <https://regencyhealthcare.com/covid19>. Please know that the Employee Assistance Plan is always available to you and your families at <http://www.ibhworklife.com/> and be sure to check out some of our Healthcare Heroes on our Careers page, <https://www.facebook.com/pg/careersatregencyihs/posts/>.

The long-term care industry and especially Regency has always risen to the occasion no matter what the issue and we will yet again. I am proud of all of you on the front line of this battle. We will overcome this and will have played a key role in defeating this enemy. Thank you again and take care.

Sincerely,  
Larry Deering  
Chief Executive Officer