

- ◁ The Community collaborates with laboratories to accommodate testing needs.

Outbreak Preparedness - Communication:

Communication is a core Sunrise value, and an important part of our Plan. This Plan provides details on our communication in the event of an outbreak, to share information on our mitigation strategies as well as provide regular updates about life in the Community.

1. Communication about Outbreaks:

Our Plan includes the following measures for communication with residents and their families or guardians and staff about any infectious disease outbreaks.

- ◁ In the event of a confirmed COVID-19 case in a Sunrise community, whether it is a resident or team member, Sunrise promptly notifies all residents, families and team members in that community, verbally and/or in writing in accordance with the relevant jurisdiction's reporting requirements, that COVID-19 is present in the community. The communication provides information about whether a team member or resident tested positive, but it does not identify the person by name for privacy reasons.
- ◁ Following the initial notification of a positive case of COVID-19, each community provides regular updates to residents and families on the efforts it is making to combat the spread of COVID-19. Sunrise does not disclose any personally identifiable information of any resident or team member.
- ◁ Generally, our standard is to send out weekly communications to our residents and families. If an outbreak occurs, Communities are instructed to include updates on their outbreak response in those communications, and to increase communication frequency if needed to comply with applicable executive orders and other government mandates, or for the benefit of our families and team members.

- Information is also shared from Sunrise leadership through the Sunrise main website and occasional emails as well as individual community websites.
- The Community main phone line, as well as a dedicated line at the corporate Community Support Office are available to support resident and family communication, providing additional coverage to share updates and address family and resident questions.
- Regular scheduled calls take place between leaders of the community and regional and support office team members to address any needs the community may have during an outbreak.

2. Communication about Mitigating Actions:

The following measures will be taken to communicate information on mitigating actions implemented by the facility to prevent or reduce the risk of transmission, including if normal operations of the facility will be altered:

A. Communications within Sunrise

- A company Intranet site for use by community and regional leadership is dedicated to COVID-19 guidance, policies and communications templates. The COVID-19 section is updated daily.
- Multiple e-mails a week to community and regional teams provide the latest information and any new and updated supporting materials that have been added to our Intranet site, as well as reiterate key actions, deadlines and expectations. Teams have been supported with talking points and key messages to share information with team members through regular town halls and daily stand-up meetings at each community.
- Regional leadership calls with community leaders occur multiple times a week to reinforce response and mitigation efforts, as well as address any questions or identify communities that need additional support.
- A company e-mail inbox is available for questions and support throughout the company and supported by the care team and others to provide timely responses and assistance.

- An intra-company nurse call line has been established for more complex clinical questions and advice.

B. Communications with Families

- In addition to our regular updates (described below), we specifically provide detailed communications with our residents and families as communities progress through a phased resumption of operations plan that follows all state mandates as well as Sunrise procedures.

3. Ongoing Regular Updates

We provide cumulative updates for residents, their representatives, and families as follows:

- Updates are provided regularly to resident families verbally and/or in writing, as well as through the Sunrise main website and individual community web pages. Communities are instructed to provide updates to residents and families at least on a weekly basis, or more frequently as needed and to comply with applicable executive orders and other government mandates.
- We also report outbreaks to public health officials in accordance with applicable laws and regulations.

4. Virtual Communication

We have written standards, policies and procedures that provide for virtual communication (e.g. phone, video-communication, Facetime, etc.) with residents, families, and resident representatives, in the event of visitation restrictions due to an outbreak of infectious disease or in the event of an emergency, as the community recognizes the importance of engagement for the well-being of our residents and is providing a virtual communications program to connect residents and families via video calls (i.e. FaceTime and Skype).

Outbreak Preparedness - Staff Contingency Plan

This plan includes a documented strategy for securing more staff in the event of a new outbreak of COVID-19 or any other infectious disease or emergency among staff:

Emergency Staffing Guidance:

- **Internal**

We maintain workforce flexibility through an online scheduling platform to assist in quick shift changes and assignments

- Update the PRN and part time team members on the availability of open shifts;
- Communicate to neighboring Sunrise Communities the need to fill certain shifts;
- Offer additional incentives to encourage Team Members to fill open shifts;
- Use the Regional team to support where applicable.

- **External**

In addition, we utilize agency staffing contracts that are in place to support any staffing needs as necessary. We currently have nine (9) active and trusted agency relationships in place should the need arise.