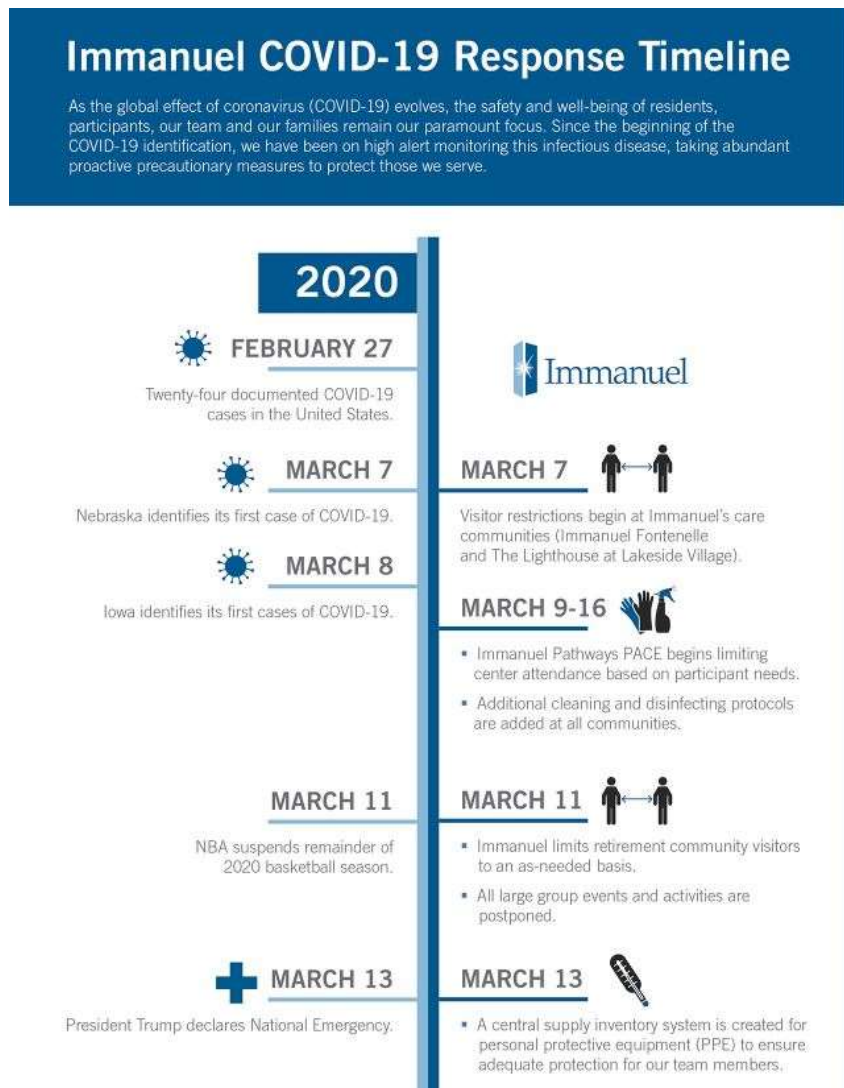


Update—August 6, 2020

Immanuel is committed to a mission of serving seniors, each other and the community. Knowing that we care for a vulnerable population, we are on high-alert today as we are every day. With ongoing precautions and guidance from our state and local health departments, the Centers for Disease Control and our national and local policy makers and associations, Immanuel has progressively elevated our infectious disease protocols in our retirement and care communities, Pathways centers and offices. We appreciate your ongoing patience as we work to protect the safety and wellbeing of those we serve.

Through a diligent focus on the well-being of all who Immanuel serves, we continue to monitor the fluid events of Coronavirus (COVID-19).



MARCH 14



Employee screenings for fever and respiratory symptoms are initiated.

MARCH 15



Immanuel's care communities (Immanuel Fontenelle and The Lighthouse at Lakeside Village) initiate additional protocols:

- Restriction of all visitors.
- Cancelling all events and communal dining.
- Strict symptom screening procedures.

MARCH 16



- Home office is mobilized to full remote-from-home work.
- Immanuel launches "out of the box" engagement opportunities and wellness activities as group activities and gathering places close.



MARCH 16

Federal guidelines limit all public gatherings of more than 10 people. Schools close in Iowa and Nebraska.



MARCH 17 - APRIL 3

Nebraska and Iowa impose directed health measures limiting public gatherings and closes restaurants, churches and other gathering areas.

MARCH 19

The Centers for Disease Control (CDC) issues restriction and social distancing guidelines for retirement communities, including independent living, assisted living and long-term care communities.

MARCH 19



All Immanuel communities initiate additional protocols:

- Restriction of all visitors.
- Cancelling of all events and communal dining.
- Strict symptom screening procedures.

Pathways PACE centers suspend all non-essential onsite services.

ON-SITE SERVICES

MARCH 20



- All dining rooms in independent and assisted living close. Apartment meal delivery is initiated.
- AgeWell and Thrive Wellness centers across all communities are closed.
- Immanuel suspends all non-essential employee travel and initiates two-weeks of self-isolation for all employees returning from any personal travel.
- Rigorous cleaning and disinfecting protocol is fully put into place at all communities, including high-touch and community areas.
- Beauty salon services are suspended at all communities.

MARCH 23



- Transportation services are limited to essential medical appointments.
- Senior living consultants move to technology-only prospect tours (using FaceTime and Zoom).
- An all-employee and all-resident newsletter launches to share messages of hope and inspiration across Immanuel.

MARCH 23 & April 6



Immanuel president, Eric Gurley, addresses residents and the public on Immanuel's COVID-19 infectious disease response.

MARCH 24

2020 Tokyo Summer Olympics postponed until 2021.

MARCH 27

Disney closes theme parks.

MARCH 27



Immanuel's Come Together employee campaign is launched including inspirational daily messages via Pastor Peggy Hall's Hope Hotline.

APRIL 8



Immanuel announces Temporary Nurse Aide Program.



APRIL 16

Federal guidelines outline a phased approach for re-opening services. The guidelines continue to urge all vulnerable individuals to shelter in place until their state achieves *Phase Three*.

APRIL 9



- Thriving for Seniors at Home, a marketing campaign including a continuing series of community resource videos launches on media networks and at ImmanuelDifference.org
- Virtual community tours are launched online, helping potential residents view community spaces, rooms and more in a new digital sales process.

APRIL 30

The projected peak of COVID-19 related deaths in Iowa. *Projected on April 8.*

APRIL 20



Immanuel begins leadership planning its phased and methodical approach for safely reopening center and community services. Communication continues to residents, participants and families.

MAY 1-11

Nebraska and Iowa reopens some services, such as churches, restaurants, salons and barber shops with added regulations on maximum occupancy and appropriate social distancing. Hospitals can also resume elective surgeries.

MAY 1



Immanuel's *Mission Squad* (all our employee heroes) is called into action with Operation: KEEP it Out, a campaign designed to help keep COVID-19 out of our communities.



MAY 1

An additional 729 COVID-19 cases are reported in Iowa and 323 in Nebraska.

MAY 10



Mother's Day is celebrated through social distancing window visits, virtual connections and more.

MAY 15

The projected peak of COVID-19 related deaths in Nebraska. *Projected on April 27.*

June/July



Immanuel Pathways and Immanuel Communities begin phased approach for re-opening of services and amenities. Status varies per location. Please reach out to each community/center directly for specific details on the re-opening phases and steps.

July 8



Immanuel updates travel restrictions, allowing domestic travel for employees and asking all to avoid hot-spots as defined by the CDC. Upon returning from any out of state travel, employees required to use Immanuel's centralized call-in employee screening protocol.

2021

January 18 - March



Immanuel is among the first in NE and IA to offer on-campus COVID-19 vaccine clinics for residents, participants and employees.

February



Dining venues and restaurants reopen for communal dining across Immanuel Communities.

February - March



Immanuel Communities begins reopening services and initiates in-apartment home visits.

March 3



Immanuel Communities Re-opening Phased Guidelines updated.

March 12



Travel restrictions updated for employees.