



RETIREMENT CENTERS, INC

TELEPHONE
301-582-1626

FAX
301-582-4896

16107 ELLIOTT PARKWAY
WILLIAMSPORT, MD 21795-4084

March 16, 2020

Residents and Co-workers,

In the midst of so much uncertainty, I want to convey to every Homewood resident and co-worker that our organization is fully committed to your safety. I have been privileged to see the tremendous effort and courage our corporate and community leaders have exhibited as they have worked tirelessly to prepare and execute emergency plans. Difficult decisions have been made causing significant disruptions to your daily routines. You should know that these decisions were not made without much prayer and concern for your safety.

Your patience and cooperation is not only important to your personal safety but equally important to your neighbors' and co-workers' safety. Complying with hygiene, travel, visitor and social gathering instructions will provide us with the quickest return to normalcy. There is no easy path forward but Homewood's leadership is committed to making our residents as comfortable as possible until the danger of this virus passes. Leadership is also committed to our co-workers' and their families' safety.

Our leaders are conducting daily conference calls to assess new information, share best practices and make important decisions. Candace McMullen, vice president of operations, is providing exceptional support and leadership to our executive directors and their teams. Candace and her corporate team are following the latest direction of state and federal agencies. They are also monitoring the actions taken by other senior living communities and hospitals to identify and adopt proven best practices.

As this situation continues to evolve, our executive directors are committed to identifying and utilizing the most effective methods of communicating with and caring for you. They have been on the frontline, answering questions, making quick decisions and leading our co-workers. We are fortunate to have such competent and caring executives. Your support will only strengthen their effectiveness during this period of excessive demands on their time and energy.

Our co-workers are struggling to find childcare while the schools are closed, giving up long-planned-for vacations, striving to keep their families safe and giving their best to our residents. Many of our co-workers consider our residents and their fellow co-workers an extension of their own family and are making significant sacrifices to be available to work.

Homewood's residents are some the most caring and compassionate people I have encountered. I believe your love for each other and our co-workers will be what ultimately saves lives in the coming days and weeks.

I have written of best practices. Now in conclusion, let me leave you with one tested and proven best practice as shared by the Apostle Paul in his letter to the Philippians:

The Lord *is* at hand. Be anxious for nothing, but in everything by prayer and supplication, with thanksgiving, let your requests be made known to God; and the peace of God, which surpasses all understanding, will guard your hearts and minds through Christ Jesus.

Philippians 4:5-7 NKJV

In your service,

A handwritten signature in cursive script, appearing to read "Thad Rothrock".

Thad Rothrock
President & CEO
Homewood Retirement Centers, Inc.